

COURSE AGENDA

LEARNING UNIT SO01: INTRODUCTION TO SERVICE OPERATION

Bloom's Level 2 Objectives

- Full understanding of service operation terms and core concepts.
- The purpose, objectives and scope of service operation
- The value to the business
- The context of service operation in the ITIL service lifecycle
- The fundamental aspects of service operation and the ability to define them

LEARNING UNIT SO02: SERVICE OPERATION PRINCIPLES

Bloom's Level 4 Objectives

- The knowledge, interpretation and analysis of service operation principles, techniques and relationships and their application to the delivery and support of services at agreed levels.
- How an understanding of the basic conflict between maintaining the status quo and adapting to changes in business needs can lead to better service operation
- Other service operation principles including: involvement in other lifecycle stages; understanding operational health; the need for good documentation and communication including a communication strategy
- Service operation inputs and outputs

LEARNING UNIT SO03: SERVICE OPERATION PROCESSES

Bloom's Level 4

Objectives

– The knowledge, interpretation and analysis of service operation principles, techniques and relationships and their application to the delivery and support of services at agreed levels.

The use, interaction and value of each of the service operation processes: event management, incident management, request fulfilment, problem management, and access management

LEARNING UNIT SO04: COMMON SERVICE OPERATION ACTIVITIES

Bloom's Level 4 Objectives

– The knowledge, interpretation and analysis of service operation principles, techniques and relationships and their application to the delivery and support of services at agreed levels.

- How the common activities of service operation are co-ordinated for the ongoing management of the technology that is used to deliver and support the services

- How monitoring, reporting and control of the services contributes to the ongoing management of the services and the technology that is used to deliver and support the services

- How the operational activities of processes covered in other lifecycle stages contribute to service operation

- How IT operations staff should look for opportunities to improve the operational activities

LEARNING UNIT SO05: ORGANIZING FOR SERVICE OPERATION

Bloom's Level 4 Objectives

- The knowledge, interpretation and analysis of service operation principles, techniques and relationships and their application to the delivery and support of services at agreed levels.
- The role, objectives and activities of each of the four functions of service operation: service desk, technical management, IT operations management, and application management
- Service operation roles and responsibilities, where and how they are used as well as how a service operation organization would be structured to use these roles

LEARNING UNIT SO06: TECHNOLOGY CONSIDERATIONS

Bloom's Level 4 Objectives

- The knowledge, interpretation and analysis of service operation principles, techniques and relationships and their application to the delivery and support of services at agreed levels.
- The generic requirements of technologies that support service management across all lifecycle stages
- The specific technology required to support the service operation processes and functions