

Detailed Content of the ITIL® Service Operation course

The course will cover the following topics:

Introduction

- Introduction to the ITIL Service Operation course
- Introduction to IT Service Management
- Introduction to the Service Operation phase

The principles of the Service Operation phase

- In which way the understanding of the root conflict , between keeping the original situation and adapting to the business changes, can lead to an improvement in the workability of the services
- Other principles of the Service Operation phase
- Input and output of the Service Operation phase

The processes of the Service Operation phase

- Use, interaction and value of every process of the Service Operation phase: event management, incident management, request management, problem management e access management

The ordinary activities of the Service Operation phase

- The way in which the activities of the Service Operation phase are co-ordinated
- The way in which the monitoring, reporting and the control of the services contribute to the ongoing management of the services and technologies used to provide the services.

Organisation for the Service Operation phase

- The roles, objectives and activities of each of the four functions of the Service Operation phase: service desk, technical management, management of the IT operations, management of the applications
- The roles and responsibilities: where and how they should be used and how the organisation of the Service Operation should be structured to use these roles.

Reflections on the technology

- General technology needed to support the Service Operation phase in the lifecycle
- Specific technology to support the processes and functions of the Service Operation phase

Implementation of the Service Operation phase

- Problems in implementing the Service Operation phase
- Planning and implementation of the service management technology services

Challenges, critical success factors and risks

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

Exam

- Execution of the ITIL Service Operation exam



For further information on this course, please visit our site by clicking on the following link:
<http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-lifecyclemenuitem-en/itil-service-operationmenuitem-en>