



ITIL® 2011 Intermediate Lifecycle Certificate in Service Operations (SO)

Course Outline



SPARTAN
Allied Services

Deliver Results - Create Value

Program Overview

The ITIL Service Operation Certificate Course is one of five lifecycle courses that fit into the intermediate stream for ITIL certification. It is a free-standing qualification but it is also a module contributing to the ITIL Expert in IT Service Management Certificate.

This certification is aimed at people involved with the management and control of Service Operation and, as such, does not cover process details in great depth. (For that level of information see the ITIL Expert Qualification: Operational Support and Analysis Certificate).

Please be aware, this course also provides 21 Hours of Contact Education/Professional Development Units towards PMI PMP certification/re-certification.

Duration

4 Day Program

Learning Objectives

At the end of this training, participants should be able to:

- Prepare for and pass the ITIL Service Operation (SO) Exam
- Plan key activities for ITIL Service Operation processes
- Maintain stability in SO while allowing for changes in design, scale, scope and service
- Support operations through new models and architectures
- Evaluate SO processes with critical success factors and KPIs

Target Audience

- Individuals who have their ITIL v3 Foundation certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) and want to pursue the Intermediate and Advanced level ITIL certifications.
- Individuals and/or operational staff who require a deep, practical understanding of the Operational Support and Analysis processes and how they may be used to enhance the quality of IT service support within an organization. For example, operational staff involved in Service Portfolio Management, Service Catalogue Management, Service Level management, Demand Management, Supplier Management, Financial Management, and Business Relationship Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, IT/business process owners, and IT practitioners.

Prerequisites

Participant should hold an ITIL v3 or ITIL 2011 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate.

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

ITIL Service Operation: Introduction and Overview

- Service operation and the overall ITIL lifecycle
 - Principles and objectives
 - Functions and common activities
 - How service operation creates business value
- Balancing conflicting goals
 - Internal IT vs. external business view
 - Stability vs. responsiveness
 - Quality of service vs. cost of service
 - Reactive and proactive activities

Core Service Operation Processes

- Policies, principles and basic concepts
 - Purpose and objectives
 - Value to business
 - Process activities, methods and techniques
 - Triggers, inputs, outputs and interfaces
 - Challenges and risks
- Primary ITIL processes within service operation
 - Event management: active and passive monitoring
 - Restoring normal service quickly through incident management
 - Request fulfillment
 - Managing problems with root cause analysis
 - Access management

Common Service Operation Activities

- Monitoring and control of IT operations
 - Detecting the status of services and CIs
 - Taking appropriate corrective action
 - Console management/operations bridge: a central coordination point for monitoring and managing service

- Management of the infrastructure
 - Mainframe, server and network management
 - Storage and database administration
 - Managing directory services and desktop support
 - Facilities and data center management
 - Improving operational activities
- Operational aspects from other lifecycle phases
 - Change, configuration and release
 - Availability
 - Capacity
 - Service continuity

Organizing for Service Operation

- Mapping service operation functions to activities
 - Roles and responsibilities
 - Understanding the organizational context
- Service operation structure
 - Service desk
 - Technical management
 - IT operations management
 - Application management
- Key functions of the service desk
 - Logging incidents and requests
 - First-line investigation and diagnosis
 - Managing the lifecycle of incidents and requests
 - Keeping users informed
- Structuring the service desk
 - Local vs. centralized
 - The virtual service desk
 - Follow the sun operation
- Technology-Related Issues
 - Technology, tools and expertise requirements
 - Defining architecture standards
 - Involvement in the design and build of new services and operational practices
 - Contributing to service design, service transition and continual service improvement projects
 - Evaluating change requests
 - Matching technology to the organizational situation

- Implementation Challenges and Risks
 - Managing change in service operation
 - Service operation and project management
 - Assessing and managing risk
 - Operational staff in design and transition
 - Planning service management technologies
 - Identifying Critical Success Factors (CSFs)

Summary & Wrap-up Discussions

Discussion & Open Forum

Exam Preparation

Exam

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We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

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