



COURSE AGENDA

ITIL® INTERMEDIATE SERVICE OPERATION (SO) ONLINE TRAINING

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LEARNING UNITS

1. Introduction to Service Operation

Purpose, objective, scope and value to business of SO

The context of service operation and service life cycle

Service operation fundamentals

2. Service operation principles

Achieving balance in service operation

Providing good service

Involvement in other lifecycle stages

Operational health

Communication

Documentation

Service operation inputs and outputs

3. Service operation processes

Purpose, objectives, scope and value to business of each process

Policies, principles and basic concepts

Process activities, methods and techniques

Triggers, inputs, outputs and interfaces

Critical success factors and KPIs

Challenges and risks

4. Common service operation activities

Monitoring and control

IT operations

Server and mainframe management and support

Network management

Storage and archive

Database administration

Directory service management

Desktop and mobile device support

Middleware management

Internet/web management

Facilities and data center management

Operational activities of processes covered in other lifecycle stages

Improvement of operational activities

5. Organizing for service operation

Functions

- Service desk function
- Technical management function
- Application management function

Roles

Service operation organizational structures

6. Technology considerations

Generic requirements

Event management

Incident management

Request fulfilment

Problem management

Access management

Service desk

7. Implementation of service operation

Managing change in service operation

Service operation and project management

Assessing and managing risk in service operation

Operational staff in design and transition

Planning and implementing service management technologies

8. Challenges, critical success factors and risks

Challenges

Critical success factors

Risks

9. Summary & directed studies

Review of key concepts

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Ref: AXELOS The ITIL Intermediate Qualification Service operations Certificate v5.3.

For information on the course, visit: <http://www.simplilearn.com/it-service-management/itil-intermediate-so-training>

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+1 281 816 3008 (US) OR +91 80 6435 0979 (India)**



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