Course Outline

➢ Introduction to Service Transition
  ▪ 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.

➢ Service Operation Principles
  ▪ 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.

➢ Service Operation Processes
  ▪ The use, interaction and value of each of the service operation processes: event management, incident management, request fulfilment, problem management, and access management.

➢ Common Service Operation Activities
  ▪ How the common activities of service operation are coordinated 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.

➢ Organizing for Service Operation
  ▪ 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.

Course Datasheet

- ➢ Technology Considerations
  - 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.

- ➢ Implementation of Service Operation
  - Specific issues relevant to implementing service operation including managing change in service operation; assessing and managing risk in service operation; operations staff involvement in service design and service transition.
  - Planning and implementing service management technologies within a company.

- ➢ Challenges, critical success factors and risks
  - The challenges (e.g. engagement with staff outside service operation, justifying funding), critical success factors (e.g. management and business support, staff retention) and risks (e.g. loss of service) related to service operation.