

ITIL: Service Operation

Course Introduction

4m

Course Introduction

Chapter 01 - Course Introduction

13m

Lesson: Course Organization

Welcome to the Course!

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What do you Expect?

Housekeeping Online

Lesson: Course Conventions & Agenda

Conventions Used

Quizzes & Exercises

ITIL Qualification Scheme

ITIL Lifecycle Exam

Getting Started with an Online Class

Chapter 01 Review

Chapter 02 - IT Service Lifecycle Service Operation

37m

Lesson: Introduction to Service Operation

SO & the Service Lifecycle

Managing Across the Lifecycle

Purpose, Goals & Objectives of Service Operation

Scope of Service Operation

Value of Service Operation

Lesson: Principles of Service Operation

Fundamentals of Service Operation

The Principle of Service Operation

Achieving Balance in Service Operation

Balancing Stability & Responsiveness

Balancing QoS & CoS

Balancing Reactive & Proactive

Providing Service

SO & Other Lifecycle Stages

Operational Health

SO Communication

SO Documentation

Lesson: Service Operation Summary

Service Operation Summary

Checkpoint

Chapter 02 Review

Chapter 03 - Service Operation Processes

2hr 38m

Lesson: Event Management

The Service Operation Model

The Processes of Service Operation

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Event Management

Event Occurrence & Notification

Event Detection & Filtering

Event Significance & Correlation

Event Response Trigger & Selection

Event Review & Closure

Triggers, Inputs & Outputs

Process Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Incident Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Incident Management

Incident Logging

Incident Categorization

Categorization

Incident Priority

Incident Escalation

Incident Diagnosis

Incident Resolution & Recovery

Incident Closure

Expanded Incident Lifecycle

Incident Management – Roles

Triggers, Inputs & Outputs

Process Relationships

Critical Success Factors

Challenges & Risk

Summary

Lesson: Request Fulfillment

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Request Fulfillment

Menu Selection

Financial Approval

Other Approval

Fulfillment

Closure

Triggers, Inputs & Outputs

Process Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Problem Management

Introduction

Purpose, Goals & Objectives

Scope

Concepts

Value to the Business

Activities of Problem Management

Managing the Problem

Problem Analysis Techniques

Managing the Known Error

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Access Management

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Access Management

Access Request

Access Verification

Provide Rights

Monitor Identity Status

Log & Track Access

Remove or Restrict Rights

Triggers, Inputs & Outputs

Relationships

Critical Success Factors

Challenges & Risks

Summary

Lesson: Operational Activities of Other Lifecycle Processes

Introduction

Change Management

Service Asset & Configuration Management

Release & Deployment Management

Knowledge Management

Capacity Management

Availability Management

IT Service Continuity Management

Financial Management

Lesson: Service Operation Processes Summary

Service Operation Process Summary

Checkpoint

Chapter 03 Review

Chapter 04 - Common Service Operation Activities

26m

Lesson: Common Activities

Introduction
Service Operation - Common Activities
Monitoring & Control
Control Loop
IT Operations
Mainframe Management
Server Management & Support
Network Management
Storage & Archive
Database Management
Directory Services Management
Desktop & Mobile Support
Middleware Management
Internet/Web Management
Facilities & Data Center Management
Data Center Strategies
IT Security Management
Improvement of Operational Activities

Lesson: Common Activities Summary

Common Activities Summary
Checkpoint
Chapter 04 Review

Chapter 05 - Service Operation Functions

44m

Lesson: Service Desk Function

Introduction to Service Operation Functions
Introduction to Service Desk
Service Desk
Service Desk - Role
Service Desk - Objectives
Service Desk - Organizational Structures
Service Desk - Staffing
Service Desk - Metrics

Lesson: Technical Management Function

Introduction to Technical Management
Technical Management
Technical Management - Role
Technical Management - Objectives
Technical Management - Organizational Structures
Technical Management - Design, Maintenance & Support
Technical Management - Metrics
Technical Management - Documentation

Lesson: IT Operations Management

Introduction to IT Service Operations Management
IT Operations
IT Operations - Role
IT Operations - Objectives
IT Operations - Organizational Structures
IT Operations - Metrics
Operations Management - Documentation

Lesson: Application Management Function

Introduction to Application Management
Application Management
Application Management - Role

Application Management - Objectives
Application Management - Principles
Application Lifecycle
Application Management - Generic Activities
Application Management - Organizational Structures
Application Management - Roles & Responsibilities
Application Management - Metrics
Application Management - Documentation
Lesson: Service Operation Functions Summary
Service Operation Functions Summary
Checkpoint
Chapter 05 Review

Chapter 06 - Technical Considerations

56m

Lesson: Service Operation Organizational Structures

Organizational Structures
Specialization Based Structures
Activity Based Structures
Process Based Structures
Geography Based Structures
Hybrid Structures

Lesson: Roles & Responsibilities

Introduction
Generic Roles
Service Owner
Process Owner
Process Manager
Process Practitioner
Service Operation - Roles
Service Desk
Technical Management
IT Operations
Application Management
Event Management
Incident Management
Request Fulfillment
Problem Management
Access Management

Lesson: Technology Considerations

Service Operation Technology Considerations
Event Management Desired Features
Incident Management Desired Features
Request Fulfillment Desired Features
Problem Management Desired Features
Access Management Desired Features
Service Desk Desired Features

Lesson: Implementing Service Operation

Service Operation Implementation
Managing Change in SO
SO & Project Management
Assessing & Managing Risk
Involvement in Design & Transition
Planning & Implementing Technology
Challenges
Critical Success Factors
Risks

Lesson: Service Operation Considerations Summary

Service Operation Considerations Summary

Checkpoint

Chapter 06 Review

Course Closure

Total Duration: 5hrs 39m