

ITIL V3 Intermediate In Service Operation

ITIL V3

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Course Objective

This qualification provides a complete management-level overview of Service Operation including all its related activities.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Introduction to Service Operation
- Service Operations Principles
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks
- Coordinate and carry out the actions and processes required to deliver and manage services at agreed levels to business users and customers as well as the responsibility for the ongoing management of the technology that is used to deliver and support services.

In addition the training for this certification should include examination preparation, including a mock Examination.

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The Service Operation qualification would suit candidates in the following roles:

- Release Manager
- Security Administrator
- Applications Support
- IT Operations Manager
- Database Administrator
- Problem Manager
- Service Desk and Incident Manager
- Network Support
- Security Manager

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

Training Methodology & Materials

- This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day.

Training Duration

Full-Time : 4 days
Time : 9.30am-5.30pm

Course + Exam Training Fee

Course Fee(including exam) : S\$2899

DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit SO01: Introduction to Service Operation

Bloom's Level 2 Objectives – Full understanding of Service Operation terms and core concepts
The functions contained within Service Operations including how they interact to make Service Operations work

- The processes and service lifecycle phases that Service Operation interfaces with
- The fundamental aspects of Service Operation and be able to define them

Learning Unit SO02: Service Operation Principles

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- How Service Operation is organized in relation to Functions, Groups, Teams, Department and divisions.
- How an organization can achieve balance when dealing with internal verse external organizational focus, identifying the issues related to organizations who operate at the extremes of these balances
- What "Operational Health" means, specifically addressing examples of "Self Healing Systems" and the processes used by them
- The creation, components and implementation of a complete communication strategy to be used with Service Operations

Learning Unit SO03: Service Operation Processes

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The use of and interaction of each of the five key processes that make up Service Operation
- The value to the business that each of the Service Operation processes contributes
- The use of and interaction of all other lifecycle operational activities that contribute to Service Operation

Learning Unit SO04: Common Service Operation Activities

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The difference between a Technology Centric and a Business Centric organization, the five levels of maturity and how Service Operation can be used to move towards increasing the Business Centric focus
- How the activities identified in this unit support Service Operation and provide a detailed model of how to integrate them into a Service Operation organization

Learning Unit SO05: Organizing Service Operation

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The objective, activities and roles of each of the four functions identified in this unit and how to build a Service Operation model based on these functions
- 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

Learning Unit SO06: Technology Considerations

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The technology that supports Service Operation, where and how these can be used
- The technology required to support each of the Service Operations processes and functions: Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management and Service Desk

Learning Unit SO07: Implementation Considerations

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Strategies and models for managing Change in Service Operation and how to implement this activity within an organization
- Implementing Service Operation technologies within a company
- How to assess and manage risk with in a Service Operation group

Learning Unit SO08: Challenges, Critical Success Factors and Risks

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The challenges and risks (e.g. staff, funding, management, etc.) related to Service Operation and the details behind how each challenge can be addressed
- The Critical Success Factors (CSFs) related to Service Operation as well as a detailed model for measuring and monitoring Service Operation CSFs

ITIL Intermediate Certification – Operation Support & Analysis (OSA)

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