

ITIL Service Operations

Delivery Method : Online

Code : ITIL_SO

Duration : 180 days

What you will learn

ITIL training provides individuals with a structured approach for developing their competencies in the current and future workplace. The accompanying guidance also helps organizations to take advantage of the new and upcoming technologies, succeed in making their digital transformations, and create value as needed for themselves and their customers.

ITIL 4's holistic approach raises the profile of service management in organizations and industries, setting it within a more strategic context. Its focus tends to be on end-to-end product and service management, from demand to value.

This course leads to the ITIL® SO level certification.

The Foundation qualification is a pre-requisite for the ITIL Intermediate examinations.

The ITIL CSI examination is a closed- book 60 minute 40 multiple choice question paper. The pass mark is 65% (26 marks required to pass out of 40 available).

Audience Profile

The target groups of the ITIL® Foundation Certificate are:

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement programme.

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What you will learn

1. Introduction
 - a. Overview
 - b. Context
 - c. ITIL in relation to other publications in the Best Management Practice portfolio
2. Service Operation Principles
 - a. Achieving Balance in Service Operation
 - b. Internal IT View vs. External Business View
 - c. Stability vs. Responsiveness
 - d. Quality of Service vs. Cost of Service
 - e. Reactive vs. Proactive
 - f. Providing Good Service
 - g. Operational Health
 - h. Communications
 - i. Meetings
3. Service Operations Processes
 - a. Event Management
 - b. Incident Management
 - c. Request Fulfilment
 - d. Request Fulfilment
 - e. Problem Management
 - f. Access Management
4. Common Service Operation Activities
 - a. Monitoring
 - b. Reporting
 - c. Control
 - d. Key Performance Indicators
 - e. Console Management/Operations Bridge
 - f. Jo Scheduling
 - g. Backup
 - h. Restore
 - i. Print & Output Management
 - j. Server & Mainframe Management and Support
 - k. Network Management
 - l. Storage and Archive
 - m. Database Administration
 - n. Directory Services Management
 - o. Desktop and Mobile Device Support
 - p. Middleware Management
 - q. Internet/Web Management
 - r. Facilities and Data Center Management

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5. Organizing for Service Operation Functions
 - a. Service Desk Function
 - b. Technical Management Function
 - c. Applications Management
 - d. IT Operations Management
6. Technology Considerations
 - a. Tools to support SO activities
 - b. Summary
7. Implementing Service Operation
 - a. Managing Change in Service Operation
 - b. Planning & Implementing Service Management Technologies
 - c. Deployment and Capacity Checks
8. Challenges, risks and critical success factors
 - a. Challenges
 - b. Critical success factors
 - c. Risks
 - d. Summary

Investment
USD 800.00

Payment

Link: www.paypal.me/Primeconsultores

