Course Introduction

Chapter 01 - Course Introduction

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

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
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
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
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
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
Chapter 06 - Technical Considerations

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