

ITIL® Service Lifecycle: Service Operation

Course Code: LSO

Duration: 3

Overview

The course builds on the general principles covered as part of the ITIL® Foundation course. It covers the lifecycle aspects of Service Operation including - Service Operations principals, activities and technology considerations. It also gives an overview of the Service Operation Processes and Functions. Additionally the course looks at the interfaces between Service Operation and the other stages of the ITIL Service Lifecycle.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Pre-Requisites

Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Target Audience

The course is suitable for individuals who require a deeper understanding of the Service Operation stage of the Service Lifecycle. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives

The purpose of the Service Operation course is to obtain knowledge on ITIL® concepts and terminology. The course also examines organizational issues including functions, groups and teams, department operational health process structures that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL®.

The course prepares delegates for the ITIL® Lifecycle examination in Service Operation.

Content

Topics covered include:

- The main principles and objectives of Service Operation
- Challenges, Critical Success Factors and Risks
- Organizational issues concerned with Functions, Groups, Teams, Department & Divisions
- Achieving balance in Service Operations
- Operational Health, Communication and Documentation
- The activities commonly performed in the Service Operation arena
- Improvement of Operational Activities
- Implementation consideration
- Managing Change in Service Operations
- Service Operation and Project Management
- Assessing & Managing Risk in Service Operations
- Operational Staff in Design & Transition
- Planning & Implementing Service Management Technologies

The course also covers the managerial and supervisory aspects of the ITIL® processes covered in the Service Operation stage:

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

Delegates will receive a copy of the Key Element Guide: LSO during the course.

Certification

The course forms part of the ITIL® Intermediate qualification programme.

The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 65% or more.

Successful candidates will be awarded 3 credits towards the ITIL® Expert qualification.

Follow on Courses

ITIL® Service Capability courses (5-day)

- IOSA - ITIL® Service Capability: Operational Support & Analysis
- PPO - ITIL® Service Capability: Planning, Protect and Optimisation

- RCV - ITIL® Service Capability: Release, Control & Validation
- SOA - ITIL® Service Capability: Service Offerings & Agreements

Other ITIL® Service Lifecycle courses (3-day)

- LCSI - ITIL® Service Lifecycle: Continual Service Improvement
- LSD - ITIL® Service Lifecycle: Service Design
- LSS - ITIL® Service Lifecycle: Service Strategy
- LST - ITIL® Service Lifecycle: Service Transition

Service Lifecycle Bootcamp (5-day)

- LSS-LSD - Service Lifecycle Bootcamp: Strategy & Design

Further Information

The course is based on the OGC's Best Practice Guidelines in the ITIL® Service Lifecycle books; this course is centred on the XXX book. The books are available from the GK bookshop (<http://www.gkbookshop.co.uk>).

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