

# € TRAINING

ITIL Service Operation SO





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## Introduction:

This program is designed to prepare participants for the certification exam only.

This training program provides participants with essential knowledge and skills in managing and optimizing service operations within the ITIL framework. It empowers them to enhance service quality, improve efficiency, and ensure consistent delivery of IT services.

## Program Objectives:

At the end of this program, participants will be able to:

- Understand the key concepts and principles of ITIL Service Operation.
- Manage and control IT services effectively.
- Implement best practices for incident and problem management.
- Ensure the availability and reliability of IT services.
- Optimize operational processes for continuous improvement.
- Prepare for the ITIL Service Operation SO exam

## Targeted Audience:

- IT Managers.
- Service Desk Staff.
- IT Operations Managers.
- IT Support Staff.
- Process Owners.

## Program Outline:

Unit 1:

Introduction to Service Operation:

- Overview of the ITIL Service Lifecycle.

- Objectives and scope of Service Operation.
- Key roles and responsibilities in Service Operation.
- The balance between stability and responsiveness.
- Value to the business of Service Operation.

## Unit 2:

### Incident Management:

- Objectives and purpose of Incident Management.
- Incident detection and recording.
- Incident classification and initial support.
- Managing major incidents.
- Incident closure and evaluation.

## Unit 3:

### Problem Management:

- Objectives and purpose of Problem Management.
- Proactive vs. reactive Problem Management.
- Problem detection and logging.
- Problem analysis and diagnosis.
- Problem resolution and closure.

## Unit 4:

### Service Desk and Access Management:

- Role and objectives of the Service Desk.
- Different Service Desk organizational structures.
- Key functions and activities of the Service Desk.
- Access Management process and its importance.
- Access requests, verification, and monitoring.

## Unit 5:

### Operational Activities in Other Lifecycle Stages:

- Change Management in Service Operation.
- Service Asset and Configuration Management.
- Release and Deployment Management.
- Continual Service Improvement activities.
- Monitoring and control of IT operations.
- Prepare for the certification exam.

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