MERCURY

ITIL Service Lifecycle: Service Operation

10 – 14 May 2027
London (UK)



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ITIL Service Lifecycle: Service Operation

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Introduction:

This ITIL service lifecycle and service operation course focuses on the principles, processes, operational activities, and functions that enable organizations and individuals to manage how their products and services perform successfully. These activities can also help improve their IT service management.

The ongoing management and operation of the products or services developed or implemented during the IT Service Lifecycle's service strategy, design, and transition phases, as well as any technology and support resources used to deliver them. We will delve into the ITIL service lifecycle and its importance to IT service operation.

What is the ITIL Service Lifecycle?

The ITIL service lifecycle encompasses the stages through which service management progresses, ensuring the quality and effectiveness of IT services. Service operation is a critical phase within this lifecycle, where services are delivered and supported continuously.

Understanding the ITIL service lifecycle model is essential for grasping how service operation fits within the broader scheme of IT service management. Participants will learn about the different stages and how service operation contributes to the overall success of service delivery and customer satisfaction.

Targeted Groups:

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

Course Objectives:

At the end of this ITIL service lifecycle and service operation course, the participants will be able to:

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- Prepare for and pass the ITIL Service Operation SO exam.
- Plan critical activities for ITIL Service Operation processes.
- Maintain stability in Service Operation while allowing for design, scale, scope, and service changes.
- Support operations through new models and architectures.
- Evaluate Service Operation processes with critical success factors and KPIs.

Targeted Competencies:

At the end of this ITIL service lifecycle and service operation training, the participant's competencies will:

- Introduction to Service Operation.
- Service Operation Principles.
- Everyday Service Operation Activities.
- Technology Considerations.
- Implementation of Service Operation.

ITIL Service Lifecycle and Service Operation:

Throughout the ITIL service lifecycle and service operation course, we will also focus on the ITIL service lifecycle and service operation aspect, highlighting its pivotal role in actual service management and delivery.

Critical stages of the ITIL service lifecycle will be explored, such as service strategy, service design, service transition, and continual service improvement. This training will illustrate how service operation processes integrate with the entire lifecycle for seamless service management.

Course Content:

Unit 1: Introduction to Service Operation:

- The purpose, objectives, and scope of service operation.
- Explore the value of the business.
- The context of service operation in the ITIL service lifecycle.
- The fundamental aspects of service operation and the ability to define them.

Unit 2: Service Operation Principles:

- The fundamental conflict between maintaining the status quo and adapting to business needs changes.
- Other service operation principles include involvement in other lifecycle stages.
- A need for good documentation and communication, including a communication strategy.
- Service operation inputs and outputs.
- The use, interaction, and value of each service operation process: event management, incident management, request fulfillment, problem management, and access planning.

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Unit 3: Common Service Operation Activities:

- Coordination of everyday activities of service operation.
- Monitor, report, and control the services.
- Contribution of operational activities of processes covered in other lifecycle stages to service operation.
- Improve operational activities.
- Organize for service operation.
- Roles, objectives, and activities of service operation functions: service desk, technical management, IT operations management, and application management.
- Service operation roles and responsibilities.

Unit 4: Technology Considerations:

- Generic requirements of technologies supporting service management.
- Specific technology is required to support the service operation processes and functions.

Unit 5: Implementation of Service Operation:

- Manage change in service operation.
- Assess and manage risk in-service operation.
- Involvement of operations staff in service design and service transition.
- Plan and implement service management technologies within an organization.

Conclusion:

After completing this ITIL service lifecycle and service operation course, individuals are encouraged to seek ITIL service operation certification, demonstrating their expertise and knowledge in this essential ITIL lifecycle stage.