ITIL Intermediate Service Operation Course Description

Course Description

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. Job 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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