

# ITIL® LifeCycle : service Operation certification à distance incluse

**Cours Pratique de 3 jours**

**Réf : YTN - Prix 2022 : nous consulter**

ITIL® consists of five main publications : Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream: The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle. The course prepares candidates for the ITIL® LifeCycle : service Operation.

## **PARTICIPANTS**

CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers and IT security managers who require a detailed understanding of the ITIL®

## **PRÉREQUIS**

An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

## **COMPÉTENCES DU FORMATEUR**

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

## **MODALITÉS D'ÉVALUATION**

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques... Le participant complète également un test de positionnement en amont et en aval pour valider les compétences acquises.

## **MOYENS PÉDAGOGIQUES ET TECHNIQUES**

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

## **MODALITÉS ET DÉLAIS D'ACCÈS**

L'inscription doit être finalisée 24 heures avant le début de la formation.

## **ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES**

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante [pshaccueil@orsys.fr](mailto:pshaccueil@orsys.fr) pour étudier au mieux votre demande et sa faisabilité.

## OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

- Introduction to service operation.
- Service operation principles.
- Service operation processes.
- Common service operation activities.
- Organizing for service operation: functions.
- Technology considerations.
- Implementation of service operation.
- Challenges, critical success factors and risks.

## PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

Lessons, exercises, courses notes and discussions based on international standards.

## CERTIFICATION

The purpose of the ITIL® 3/2011 LifeCycle, Service Operation certification is to impart, test and validate knowledge about industry practices in service management, The ITIL® LifeCycle, Service Operation certification is a stand-alone qualification, but is also part of the ITIL® Intermediate Lifecycle flow and is one of the modules leading to the ITIL® Expert certificate in IT Service Management. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The ITIL® 3/2011 LifeCycle, Service Operation certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 3 points for the ITIL qualification scheme.

## LE PROGRAMME

---

dernière mise à jour : 01/2022

### 1) Course introduction

- Introduction to service operation.
- Purpose and objectives.
- Scope of service operation.
- Context within the service lifecycle.
- Short summary of the lifecycle phases.
- Service operation fundamentals.
- The Processes within service operation.
- The functions within service operation.
- The value to the business.
- The ITIL® certification scheme.
- The exam format.

## 2) Principles

- Organizational issues including: functions, groups, teams, departments, divisions and roles.
- Achieving balance; stability versus responsiveness, internal versus external view, etc.
- Providing service.
- Involvement in service strategy, design, transition and CSI.
- Operational health.
- Communication.
- Documentation.
- Inputs and outputs to the other lifecycle phases.

## 3) Processes

- Event management.
- Incident management.
- Request fulfillment.
- Problem management.
- Access management.

## 4) Activities

- Monitoring and control.
- IT operations.
- Mainframe management.
- Server management.
- Network management.
- Storage and archive.
- Database management.
- Directory services management.
- Desktop support.
- Middleware management.
- Internet/Web management.
- Facilities and data center management.
- IT Security management in relation to service operation.
- Improvement activities.
- Operational activities of processes covered in other lifecycle stages.

## 5) Organizing service operation

- Functions.
- Service desk.
- Technical management.
- IT Operations management.
- Application management.
- Roles and responsibilities.
- Organizational structures.

## 6) Technology considerations

- Generic requirements.
- Event management.
- Incident management.
- Request fulfillment.
- Problem management.
- Access management.
- Service desk.

## 7) Implementation and improvement

- Managing change in service operations.
- Service operation and project management.

- Assessing and managing risk in service operations.
- Operational staff in design and transition.
- Planning and implementing service management technologies.

#### 8) Challenges, critical success factors and risks

- Challenges for service operation managers.
- Critical success factors.
- Risks.

#### 9) Exam preparation

- Sample exams.
- Feedback.
- Recap.

#### 10) Certification

- Certification exam.