

ITIL Service Operation Lifecycle

1. Service Operation Practices

- a. Purpose and Objectives of Service Operation
- b. Scope of Service Operation
- c. Context of Service Operation in the Service Lifecycle
- d. Business Value of Service Operation
- e. Fundamentals

2. Service Operation Principles

- a. Achieving Balance in Service Operation
- b. Providing Good Service
- c. Operations Staff Involvement in Other Lifecycle Stages
- d. Operational Health
- e. Communication
- f. Documentation
- g. Service Operation Inputs and Outputs

3. Event Management Process

- a. Purpose, Objectives, and Scope
- b. Business Value
- c. Policies, Principles, and Basic Concepts
- d. Process Activities, Methods, and Techniques
- e. Triggers, Inputs, and Outputs
- f. CSFs and KPIs
- g. Challenges and Risks

4. Incident Management Process

- a. Purpose, Objectives, and Scope
- b. Business Value
- c. Policies, Principles, and Basic Concepts
- d. Process Activities, Methods, and Techniques
- e. Triggers, Inputs, and Outputs
- f. CSFs and KPIs
- g. Challenges and Risks

5. Problem Management Process

- a. Purpose, Objectives, and Scope
- b. Business Value
- c. Policies, Principles, and Basic Concepts
- d. Process Activities, Methods, and Techniques
- e. Triggers, Inputs and Outputs
- f. CSFs and KPIs
- g. Challenges and Risks

6. Request Fulfilment Process

- a. Purpose, Objectives, and Scope
- b. Business Value
- c. Policies, Principles, and Basic Concepts
- d. Process Activities, Methods, and Techniques
- e. Triggers, Inputs, and Outputs
- f. CSFs and KPIs
- g. Challenges and Risks

7. Access Management Process

- a. Purpose, Objectives, and Scope
- b. Business Value
- c. Policies, Principles, and Basic Concepts
- d. Process Activities, Methods, and Techniques
- e. Triggers, Inputs, and Outputs
- f. CSFs and KPIs
- g. Challenges and Risks

8. Common Service Operation Activities

- a. Monitoring and Control
- b. IT Operations
- c. Server and Mainframe Management and Support
- d. Network Management
- e. Storage and Archive
- f. Database Administration
- g. Directory Services Management
- h. Desktop and Mobile Device Support
- i. Middleware Management
- j. Internet/Web Management
- k. Facilities and Data Center Management
- l. Operational Activities of Processes in Other Lifecycle Stages
- m. Improvement of Operational Activities

9. Service Desk Function

- a. Role, Objectives, and Organizational Structures
- b. Service Desk Staffing and Environmental Considerations
- c. Key Considerations for Outsourcing the Service Desk
- d. Key Roles Supporting the Service Desk

10. Technical Management Function

- a. Role, Objectives, and Activities
- b. Relationship Between Technical Design and Technical Maintenance and Support
- c. Metrics to Measure Technical Management
- d. Key Technical Management Documentation
- e. Roles Supporting Technical Management

11. IT Operations Management Function

- a. Role, Objectives, and Activities
- b. Metrics to Measure IT Operations Management
- c. Key IT Operations Management Documentation
- d. Roles Support IT Operations Management

12. Applications Management Function

- a. Role, Objectives, and Activities
- b. Principles of Application Management
- c. Application Management Lifecycle
- d. Metrics to Measure Applications Management
- e. Key Applications Management Documentation
- f. Roles Supporting Applications Management

13. Service Operation Organizational Structures

- a. Different Approaches to Organizing Functions
- b. Advantages and Disadvantages of Each Organizational Approach

14. Technology and Implementation Considerations

- a. Generic Technology Considerations
- b. Event Management Technologies
- c. Incident Management Technologies
- d. Problem Management Technologies
- e. Request Fulfillment Technologies
- f. Access Management Technologies
- g. Service Desk Technologies
- h. Managing Change in Service Operation
- i. Service Operation and Project Management
- j. Assessing and Managing Risk in Service Operation
- k. Operational Staff Involvement in Service Design and Service Transition
- l. Planning and Implementing Service Management Technologies
- m. Challenges of Service Operation
- n. CSFs of Service Operation
- o. Risks of Service Operation