

# ITIL – Introducing service operation

This document is designed to answer many of the questions about IT service management and the ITIL framework, specifically the service operation lifecycle phase. It is a beginner's guide.

## ITIL benefits within service operation

- Scalability – ITIL can be adapted for any size of organisation.
- Reduction in costs – ITIL has proven its value in reducing the overall cost of managing services.
- Improved quality – ITIL helps improve the quality of IT services through sound management practices.
- Alignment to standards – ITIL is well aligned to the ISO/IEC 20000 Standard for Service Management.
- Return on Investment (ROI) – ITIL helps IT organisations demonstrate their return on investment and measurable value to the business. This helps establish a business case for new or continuing investment in IT.
- Seamless sourcing partnerships – outsourcing, often with multiple service providers, is increasingly common today and ITIL is widely practised among industry service providers so offers a common practice base for improved service chain management.

## Considering cultural change

A small part of the implementation of service operation will be about process design. Most of the challenge lies in cultural change and personal motivation of staff to use the end to end processes as the better way to deliver service.

Any change leads to feelings of vulnerability and loss of control. These feelings generally manifest themselves through feelings of resistance. The most important thing in this stage of the ITIL implementation is to keep the focus on the reason why your organisation needs ITIL service management in the first place.

## Some implementation pointers for implementing service operation

### DO:

- Perform a feasibility study first
- Use what is already good in the organisation
- Take it slowly and concentrate on small steps and quick wins
- Appoint a strong project manager with end to end focus to drive the implementation programme
- Keep in mind organisation change management issues
- Keep communicating *WHY* your organization needs this
- Measure your successes continuously
- Enjoy the milestones and share them with the IT group

### DON'T:

- Try to mature all the processes at the same time
- Start with a tool
- Start without management commitment and/or budget
- ITIL *USE* your organisation – it's a philosophy, not an executable application
- Forget to adopt and adapt
- Rush; take your time to do it well
- Go on without a reason
- Ignore the positive activities already in place

# Itil Service Operation Study Guide

**Sharon Taylor**



## **Itil Service Operation Study Guide:**

**ITIL Intermediate Certification Companion Study Guide** Helen Morris,Liz Gallacher,2016-04-18 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you re learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume Review the information needed for all five Lifecycle exams Examine real life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance organization implementation and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts processes and functions related to the modules The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business For complete detailed exam preparation ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool [ITIL Intermediate Certification Companion Study Guide](#) Helen Morris,Liz Gallacher,2016-03-15 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you re learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in

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**Itil V3 Service Lifecycle Service Operation (So) Certification Exam Preparation Course in a Book for Passing the Itil V3 Service Lifecycle Service Operation (So) Exam** Ivanka Menken, Gerard Blokdijk, 2009 Service Intelligence Sharon Taylor, 2012 Get the Right IT Services on the Right terms Without Hassles or Overpaying To gain the full benefits of technology and avoid the staggering costs of technology failure you must manage IT with vision direction and expertise Only one set of methods is robust enough to do this IT Service Management ITSM In Service Intelligence ITSM pioneer Sharon Taylor shows business managers how to make the most of it You ll learn how to ensure service quality anticipate vulnerabilities improve reliability and link IT directly to business performance Taylor explains ITSM from a true business point of view cutting through jargon and helping you drive value without becoming overly technical She gives you powerful tools for negotiating IT services more effectively improving IT ROI and escaping captivity to either internal or external IT providers Coverage includes Recognizing what excellent IT service looks like and assessing what you re getting now Selecting the best IT service providers and services for your needs Spotting and rectifying trouble with internal or external supplier relationships Making sure you don t pay for services you don t need Negotiating services requirements levels price quality and delivery Leveraging ITSM practices without losing focus on the business Creating business focused service reports and scorecards that focus on what matters most *IT Service Management Foundation Practice Questions* Tony Gannon, Steve Mann, Nigel Mear, 2009-10-15 The most authoritative guide to preparing for the ITIL R V3 Foundation Certificate in IT Service Management It includes an extensive range of practice questions complete with explanations and key learning points The book utilises the experience of three members of the ISEB examination panel An ITIL R Licensed Product 400+ Itil Service Manager Interview Questions And Answers Guide (expert Edition) - Complete Study &

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Marquis,APMG-International,2010 IT services are prevalent throughout virtually all businesses Most enterprises and many government functions are totally dependent upon reliable and responsive IT services to underpin vital business community and social functions IT services have become mainstream and managing them to deliver value it the core message of ITIL V3 and the emphasis in ITIL V3 on service catalogue management is a direct result of the growing requirement for business and IT to work together sharing data information and knowledge about demand for services service capabilities and patterns of business activity The Service Catalogue Management process is now a very important management field complete with its own terminology and vital concepts This study guide outlines the concepts and principles underlying the service catalogue discusses a project plan approach and reporting considerations describes the value of a sound business case and the key relationships and touch points in the service catalogue management process **ITIL Lifecycle Essentials** Claire

Agutter,2013-03-28 Gives ITIL Foundation candidates a comprehensive overview of the key elements concepts and terminology used in the ITIL service lifecycle *Itil V3 Service Capability Osa* Gerard Blokdijk,Ivanka Menken,2009 The first edition of this book is regarded as a classic in its field Now in an expanded and updated version of The Art of Service s book the authors once again present a step by step guide to getting to ITIL v3 OSA This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis The focus is on effectively monitoring events and responding to user requests minimizing the impact of incidents and identifying and proactively resolving underlying problems This book covers practical guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines It provides in depth knowledge of the ITIL OSA areas Change Management Event Management Incident Management Request Management Problem Management Access Management Service Desk Technical Management IT Operations Management and Application Management Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services including Service Management as a Practice Service Operation Principals The Processes pertaining to Operational Support and Analysis across the Service Lifecycle Specific emphasis on the Service Operation Lifecycle processes and roles included in Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the

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**ITIL V3 Service Capability OSA - Operational Support and Analysis of IT Services Best Practices Study and Implementation Guide** Emereo Pty Limited, Tim Malone, Ivanka Menken, Gerard Blokdijk, 2008-11 This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis The focus is on effectively monitoring events and responding to user requests minimizing the impact of incidents and identifying and proactively resolving underlying problems This book covers practical guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines It provides in depth knowledge of the ITIL OSA areas Change Management Event Management Incident Management Request Management Problem Management Access Management Service Desk Technical Management IT Operations Management and Application Management Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services including Service Management as a Practice Service Operation Principals The Processes pertaining to Operational Support and Analysis across the Service Lifecycle Specific emphasis on the Service Operation Lifecycle processes and roles included in Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service Incident Management which has the capability to bring services back to normal operations as soon as possible according to agreed service levels Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use

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