

ITIL® 2011 Service Operation (ITIL2011LCSO)

- **Formato do curso:** Presencial e Live Training
- **Localidade:** Lisboa
- **Com certificação:** ITIL Intermediate Certification
- **Data:** 09 Mar. 2020 a 12 Mar. 2020
- **Preço:** 2310€
- **Horário:** Laboral - das 09h00 às 17h00
- **Nível:** Avançado
- **Duração:** 28 horas

O curso ITIL Service Operation pertence à vertente Intermediate LifeCycle da certificação do ITIL. O curso prepara os candidatos para realizar o exame ITIL Service Operation, bem como fornece conhecimentos valiosos que podem ser implementados no ambiente de trabalho.

Este curso inclui o Exame de Certificação. O exame será realizado na tarde do último dia do curso.

Destinatários

CIOs, CTOs, gestores e supervisores, líderes de equipas, designers, arquitectos, consultores de TI, gestores de auditoria de TI e gestores de segurança de TI que requerem uma compreensão detalhada da fase de Desenho do Serviço e os processos, funções e actividades associadas.

Pré-requisitos

Certificado ITIL Foundation e, de preferência, dois anos de experiência profissional em ambiente de Gestão de Serviços de TI.

Objectivos

No final da ação de formação os participantes deverão estar aptos a:

- The term “Service Operation”, and how it fits in the overall core ITIL Lifecycle
- The operational activities of processes covered in other Lifecycle phases

- Service Operation Processes
 - Organizational issues including: Functions, Groups, Teams, Department and Divisions
 - Service Operation Activities
 - Service Operation Technology Considerations and Requirements
 - Planning and Implementing Service Management Technologies
 - Managing Change in Service Operations
 - Challenges, Critical Success Factors and Risks
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Programa

Course Introduction

- The term “Service Operation”, and how it fits in the overall core ITIL Lifecycle
- The main purpose and objectives of Service Operation
- The ITIL processes primarily covered in Service Operation
- The functions within Service Operation
- The value to the business

Principles

- Organizational issues including: Functions, Groups, Teams, Department and Divisions
- Achieving balance in Service Operations
- Providing Service
- Involvement in Design and Transition
- Operational Health
- Communication
- Documentation

Processes

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- The operational activities of processes covered in other Lifecycle phases
- Change Management
- Configuration Management
- Release Management
- Capacity Management
- Availability Management
- Knowledge Management
- Financial Management
- IT Service Continuity Management

Activities

- Monitoring and Control
- IT Operations
- Mainframe Management
- Server Management and Support
- 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 of Operational Activities

Organization

- Functions
- Service Desk
- Technical Management
- IT Operations Management
- Application Management
- Roles and Responsibilities
- Service Operation Organizational Structures

Technology Considerations

- Generic Requirements
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk

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

Challenges, Critical Success Factors and Risks

- Challenges, Critical Success Factors and Risks

Exam Preparation

- Sample Exams
 - Feedback
 - Recap
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