

## **1630 – Operating IT Services Using ITIL**

### **1. Introduction**

- a. Course Introduction
- b. Introduction to IT Service Management and ITIL
- c. ITIL Lifecycle Model and Service Operation Process Overview

### **2. Service Operation**

- a. Service Operation Overview
- b. Event Management
- c. Request Fulfillment
- d. Incident Management
- e. Problem Management
- f. Technology Management
- g. Access Management
- h. Operations Management
- i. Service Operation Review

### **3. Course Wrap-Up**

- a. Continual Service Improvement
- b. ITIL Lifecycle Model and Service Operation Process Review
- c. Service Improvement Next Steps