

# ITIL® v3 2011- Service Operation

## Incident Management

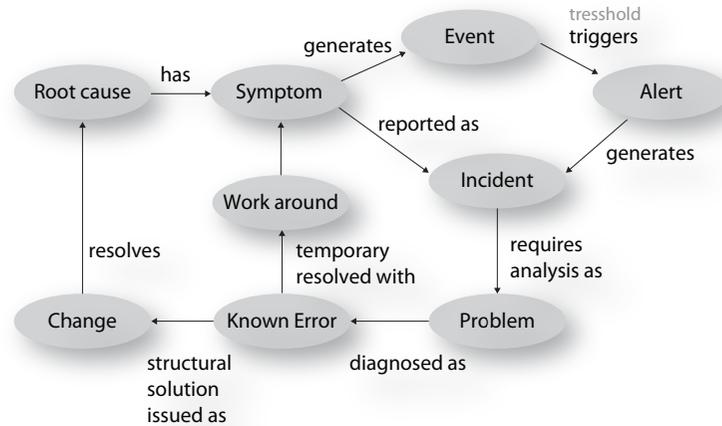
Incident model  
Escalation  
- Functional  
- Hierarchical

		Priority		
Urgency	High	Critical	High	Medium
	Medium	High	Medium	Low
	Low	Medium	Low	Planning
		High	Medium	Low
		Impact		

## Event Management

Event (Information, Warning, Exception)  
Alert (threshold)

Filtering/Correlation



## Request Fulfilment

Service Request  
Self-help  
Request Model

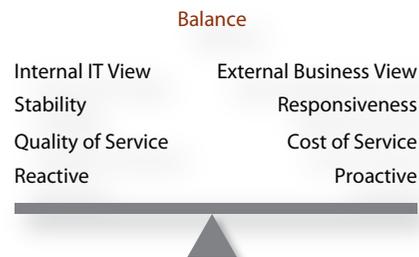
## Problem Management

Problem control  
Error control  
- Known error  
- Work around

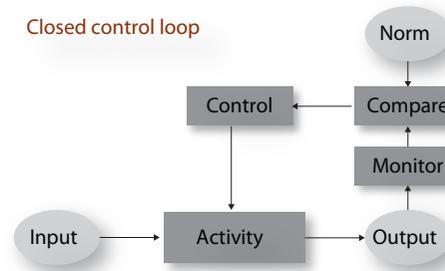
## Access Management

Access / rights  
Identity  
Directory services

Triggers (e.g. job changes)



Closed control loop



## Service Desk

Single Point of Contact (SPOC)  
Local / Centralized / Virtualized (Follow the sun)  
Skill levels / Training / Staff Retention / Super users  
Outsourcing

## Technical Management

Custodian Technical Knowledge  
Resources to support ITSM Lifecycle

## IT Operations Control

Operations control  
- Console management  
- Job scheduling  
- Backup and Restore  
- Print & output management.

Facilities management  
- Physical IT environment  
- Data center management

Standard Operating Procedures (SOP)  
Operation Logs  
Shift schedules / reports  
Operation schedule

## Application Management

Custodian Technical Knowledge  
Resources to support ITSM Lifecycle  
Requirements, design, build, deploy, operate & optimize

## Activities

Monitoring & control  
IT Operations  
Mainframe management  
Server management  
Network management  
Storage & archive  
Database management

Directory services  
Desktop support  
Middleware  
Internet management  
Facilities management  
IT Security management  
Improvement activities