

ITIL® v3 2011- Service Operation

Incident Management

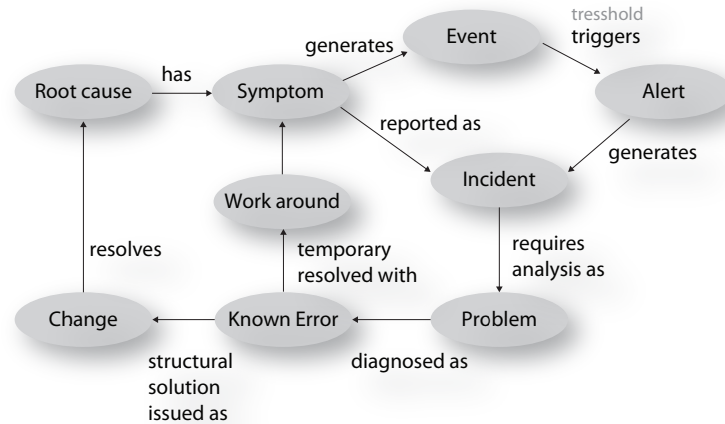
Incident model
Escalation
- Functional
- Hierarchical

		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

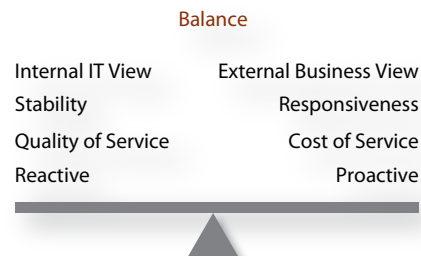
Service Request
Self-help
Request Model

Problem Management

Problem control
Error control
- Known error
- Work around

Access Management

Access / rights
Identity
Directory services
Triggers (e.g. job changes)



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

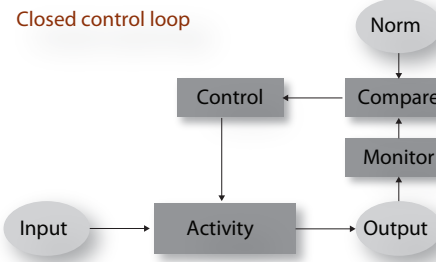
Operations control
- Console management
- Job scheduling
- Backup and Restore
- Print & output management.

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	Directory services
IT Operations	Desktop support
Mainframe management	Middleware
Server management	Internet management
Network management	Facilities management
Storage & archive	IT Security management
Database management	Improvement activities