

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/72722

ITIL® Service Lifecycle: Service Operation

Achieve reliable, quality delivery of IT Services.

The design and delivery of technology is critical to the success of your IT department and larger business at whole. This seminar covers the overall concepts, processes, policies, and methods of the Service Design phase in the Service Lifecycle. Using a scenario-based teaching approach, you will learn how to manage Service Design activities and techniques. After completing the course, you will be well positioned to successfully complete the associated exam, which is offered on the last day of the course. All content adheres to IT Infrastructure Library (ITIL) best practices, and it positions you to successfully complete the associated exam. The exam will be offered on the last day at 1:00pm.

The main process focus areas of this seminar include:

- Incident Management
- Problem Management
- Request Fulfillment and Access Management

What You Will Cover

Importance of Service Management as a practice concept and Service Operation principals, purpose, and objectives

How all processes in ITIL Service Operations interact with other Service Lifecycle processes

Subprocesses, activities, methods, and functions used in each of the ITIL Service Operation processes

Roles and responsibilities within ITIL Service Operation and the activities and functions to achieve operational excellence

How to measure ITIL Service Operations

Technology and implementation considerations surrounding ITIL Service Operation

Challenges, critical success factors, and risks associated with ITIL Service Operation

Who Should Attend

Information Technology operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Special Feature

Prerequisites:

ITIL® Foundation Certificate (seminar #72975 required).

Two years of relevant work experience.

Schedule

- [3] days - \$2,695 Non Members
- [3] days - \$2,695 AMA Members
- [3] days - \$2,695 GSA

Credits

21 PDU

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