

Service Operations - ITIL Framework V4

□ What is it

- ITIL encompasses a number of practices for IT service management (ITSM) that aims to align IT services with the needs of the business. The Service Operations phase of ITIL ensures that IT systems are available, reliable, and performant to meet the needs of the business and its users. The main goal of Service Operation is to coordinate and carry out the activities and processes necessary to deliver and manage services at agreed levels to business users and customers.
- The ITIL framework also works seamlessly with DevOps, Lean, and Agile, and Axelos' products such as PRINCE2® and AgileSHIFT®. It is the basis for the international standard ISO20000 and the workflows in many service management software platforms.
- The key processes covered within service operations are:
- Event Management, Incident Management, Problem Management, Request Fulfillment and Access Management

□□ Key Benefits / Why is this important

- Improved Service Delivery: By focusing on value delivery, ITIL practices help organizations better serve their users.
- Reduced Costs: Efficient, standardized processes can lead to decreased costs.
- Better Risk Management: ITIL provides practices for identifying and managing risks.
- Continual Improvement: The framework emphasizes ongoing analysis and improvement of services and practices.

☐☐ Techniques supporting this practice

- Logging and monitoring
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