

SERVICE OPERATIONS - IT OPERATIONS MANAGEMENT (FUNCTION)

“Keep systems running. Deliver stability. Master IT Operations Management.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► Available delivery methods: In-House Training

Introduction

IT Operations Management (ITOM) is one of the key functions of ITIL® Service Operations. This course provides a comprehensive understanding of how to manage day-to-day operational activities, infrastructure, and facilities to ensure IT services are delivered efficiently, reliably, and securely. It focuses on proactive and reactive operations, event coordination, performance optimization, and supporting the entire IT environment across data centers and cloud platforms.

Objectives

- By the end of this course, participants will be able to:
- Understand the role and structure of IT Operations Management in ITIL®
 - Differentiate between IT Operations Control and Facilities Management
 - Apply best practices for monitoring, scheduling, and managing batch jobs
 - Coordinate IT operations teams, tools, and vendors
 - Manage infrastructure stability and incident response
 - Support continual improvement in operations

Why Attend

Modern IT environments demand uninterrupted service delivery. This course equips operations staff, team leaders, and managers with the skills to standardize IT operations, reduce disruptions, optimize resources, and build a foundation for automation and ITSM maturity.

Target Audience

- IT Operations Managers & Team Leads
- IT Infrastructure Professionals
- Network and Systems Administrators
- ITIL® Practitioners
- NOC/SOC Staff
- Data Center Managers
- Anyone involved in day-to-day IT operations and support

Individual Benefits

- Improved operational skills for maintaining high service availability
- Stronger understanding of ITOM roles and toolsets
- Ability to lead or coordinate IT operations teams
- Increased confidence in managing high-pressure IT environments

Organizational Benefits

- Reliable and resilient infrastructure operations
- Faster resolution of technical issues
- Better alignment between IT and business needs
- Cost-effective resource and capacity management

Instructional Methodology

- Facilitator-led sessions with real-time case studies
- Interactive whiteboard exercises and tool walkthroughs
- Simulation of operations dashboards and alerts
- Role-based task assignments and group collaboration
- Post-session quizzes and performance feedback

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules **Coffee Breaks:** 09:30 & 11:15 **Lunch Buffet:** 01:00 – 02:00

Day 1: ITOM Fundamentals and Function Scope

- **Module 1:** Overview of ITIL® and Role of IT Operations Management (07:30 – 09:30)
- **Module 2:** Differentiating Functions vs. Processes in Service Operations (09:45 – 11:15)
- **Module 3:** Structure of ITOM – IT Operations Control and Facilities Management (11:30 – 01:00)
- **Module 4:** Operational Policies, Goals, and Success Factors (02:00 – 03:30)

Day 2: IT Operations Control Activities

- **Module 1:** Event Management, Monitoring, and Alert Handling (07:30 – 09:30)
- **Module 2:** Job Scheduling, Automation, and Task Coordination (09:45 – 11:15)
- **Module 3:** Backup, Restore, and Configuration Assurance (11:30 – 01:00)
- **Module 4:** Control Dashboards and SOP Development (02:00 – 03:30)

Day 3: Facilities Management and Infrastructure Support

- **Module 1:** Data Center Management – Access, Power, Cooling (07:30 – 09:30)
- **Module 2:** Network and Server Room Operations (09:45 – 11:15)
- **Module 3:** Disaster Recovery & Business Continuity Interface (11:30 – 01:00)
- **Module 4:** Safety, Physical Security, and Equipment Lifecycle (02:00 – 03:30)

Day 4: Tools, Coordination & Integration

- **Module 1:** ITOM Tools and Platform Examples (Nagios, SolarWinds, etc.) (07:30 – 09:30)
- **Module 2:** Integration with Incident, Change & Configuration Management (09:45 – 11:15)
- **Module 3:** Managing Shifts, Escalations, and Support Teams (11:30 – 01:00)
- **Module 4:** Vendor and Outsourced Operations Management (02:00 – 03:30)

Day 5: Operations Review, Metrics, and Future Trends

- **Module 1:** ITOM KPIs, Metrics, and Reporting (07:30 – 09:30)
- **Module 2:** Conducting Operations Reviews & Root Cause Analysis (09:45 – 11:15)
- **Module 3:** Automation, AIOps, and Future Trends in ITOM (11:30 – 01:00)
- **Module 4:** Assessment, Action Plan, and Course Wrap-up (02:00 – 03:30)

Certification

Upon successful completion, participants will be awarded a **Certificate of Competency in IT Operations Management (ITIL® Service Operations Function)**, validating their ability to manage and support stable IT operations using industry-standard practices.

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In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: +601116373203	EMAIL: info@mawaevents.net
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