

UNIT 10.01: Service Operations: Technology-enabled for Spring 2024

Learning Objectives

Objective	Learning Goal
Know	Identify Service Operations Management
Understand	ITIL
Apply/Analyze	ITIL, Service Catalog, Incident Management
Evaluate	Identify the Service Operations Management
Reflect	Service Catalog, ITIL, Incident Management
Communicate	Service Catalog, ITIL, Incident Management

Introduction

This unit introduces the concept of Service Operations and how it is managed. It covers the Service Catalog, Incident Management, and Change Management. The unit also covers the Service Catalog, Incident Management, and Change Management. The unit also covers the Service Catalog, Incident Management, and Change Management.

Unit Objectives

By the end of this unit, you should be able to identify the key components of Service Operations and how they are managed.

Unit Learning Objectives

By the end of this unit, you should be able to identify the key components of Service Operations and how they are managed.

1. Identify the key components of Service Operations and how they are managed.
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Unit Review

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Clifford Lane



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