

## **What is service operation?**

Service operation encompasses the day-to-day activities, processes, and infrastructure responsible for delivering value to the business through technology.

In Service Strategy, Service Design, Service Transition and Continual Service Improvement, we create value. But, no service is consumed and no business activity is experienced. Because users can access the service during service operation, we need high support levels to keep service consumption at high-levels. No customer wants to pay for a service that does not perform as needed or is not available for usage.

Consumerization and service experience is a key factor in service operation. The goal of service operation is to maintain day-to-day services to the point that there are no issues. When issues do occur service operation principles dictate response based on business priority. Service feedback from service operation throughout the ITIL service lifecycle enables continual service improvement.

*Factors Affecting Operations Management* ☒  
Global Competition ☒ Quality, customer service and cost challenges ☒ Rapid expansion of advanced technologies ☒ Growth of service sector ☒ Social Responsibility issues ☒ Scarcity of capital, materials etc.

2020-07-03