

ITIL® Intermediate Qualification: Operational Support and Analysis - 5 Days

Course 995 Overview

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Operational Support and Analysis Exam
 - Outline key activities for the operational support and analysis (OSA) processes in the context of the service lifecycle
 - Achieve operational excellence by using the OSA processes, activities and functions
 - Verify the success of OSA by evaluating challenges, critical success factors and risks
- Course Benefits** Successful implementation of ITIL operational support and analysis best practices enables IT departments to reduce downtime and costs while improving customer satisfaction. In this course, you learn how to plan, implement and optimise the OSA processes and gain the skills required to take the ITIL Intermediate Qualification: Operational Support and Analysis Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve ITIL Intermediate Qualification: Operational Support and Analysis Certification. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** Through workshops, you gain knowledge of the OSA processes. Workshops include:
- Implementing a service desk using ITIL guidelines
 - Defining incident models
 - Analysing incidents
 - Applying problem-solving techniques and investigating the root cause
 - Identifying request fulfillment interfaces

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Course 995 Outline

Introduction and Overview

- Service management as a practice
- The service value proposition
- Optimising operational service performance
- The role of OSA processes in the lifecycle
- How OSA supports the service lifecycle

Core Service Operation Processes

Event management

- The purpose, goal and objectives of event management
- Explaining triggers, inputs, outputs and the process interfaces
- Using critical success factors to check effectiveness and efficiency
- Employing active and passive monitoring tools

Incident management

- Managing the incident lifecycle
- Identifying process activities, methods and techniques and how they relate to the service lifecycle
- Interaction with design services
- Incident management involvement on information management

Request fulfillment

- Scope of the processes
- The policies, principles and the request model concept
- Dealing with service requests from users
- How KPIs can verify effectiveness and efficiency of the request fulfillment process

Problem management

- The objectives of the problem management process
- Managing the lifecycle of problems
- Value to the business and the service lifecycle
- Identifying triggers, input and output to other processes
- Analysing critical success factors to check efficiency

Access management

- Policies, principles and basic concepts
- Managing authorised user access
- Distinguishing access management and information management
- Executing security and availability management policies
- Challenges and critical success factors
- Verifying effectiveness and efficiency

Service Desk

- Establishing the service desk objectives
- Organisational structures and staffing options
- Providing a single point of contact
- Measuring effectiveness and efficiency
- Impact of service desk on customer perception
- Reasons and options for outsourcing the service desk

Service Operation Functions

- Functions of technical management, IT operations management and application management
- How the functions contribute to OSA
- Identifying the roles of each function
- Distinguishing the objectives of each function
- Analysing the function's activities

Technology Considerations

- Generic technology requirements
- Evaluation criteria for technology and tooling for process implementation
- Planning and implementing service management technologies
- Assessing and managing the project, risk and staffing for process implementation
- Identifying the critical success factors and risks related to implementing practices and processes

Implementation Considerations

- Managing change in service operation
- Examining implementation aspects of service operation and project management
- Assessing and managing risk in service operation
- Operational staff considerations in service design and transition
- How to plan and implement service management technologies