

ITIL Operational Support and Analysis

ITIL Operational Support and Analysis focuses on the practical application of OSA practices in order to enable event, incident, request, problem, access, technical, IT operations and application management. OSA also covers issues relating to the people, relationships, procedures and infrastructure technology required to ensure that the organization or program can provide the high quality and cost effective IT services that are required to meet organizational needs.

Other Courses in the Series

- ITIL Service Offerings and Agreements
- ITIL Release, Control, and Validation
- ITIL Planning, Protection and Optimization

How you'll benefit

This class will help you:

- Learn the approach to IT Service Management

Why Attend with Current Technologies CLC

- Our Instructors are in the top 10%
- Our Lab has a dedicated 1 Gig Fiber Connection for our Labs
- Our Labs Run up to Date Code for all our courses

ITIL Operational Support and Analysis

Objectives

Upon completing this course, the student will be able to meet these objectives:

- Service Management as a practice
- The ITIL Service Lifestyle
- Generic Concepts and Definitions
- Key Principles and Models
- Selected Processes, Functions, Roles
- Technology and Architecture
- Competence and Training

Who Should Attend

The job roles best suited to the material in this course are:

- Everyone interested in aligning IT with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.
- All IT Professionals
- IT Project Managers
- IT Managers
- IT Architects and Consultants

Perquisites

To fully benefit from this course, you should have the following knowledge:

- IT related work experience is recommended

Outline

Module 1: Introduction

- The value to the business of OSA activities
- The context of OSA activities within the service lifecycle
- How OSA activities support the service lifecycle
- Optimizing service operation performance

Module 2: Event Management

Course Duration

3 day

Course Price

\$2,895.00

Methods of Delivery

- Instructor Led
- Virtual ILT
- On-Site

Certification Exam

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- The purpose and objectives of the event management process
- The scope of the event management process
- The value to business and to the service lifecycle
- The policies, principles and basic concepts of event management
- Designing for event management
- Use of event rule sets and correlation engines
- The process activities, methods and techniques that enable this process and how it relates to the service lifecycle
- The triggers, inputs and outputs, and interfaces
- Information management within the event management process
- How critical success factors and key performance indicators can be used to check effectiveness and efficiency of the event management process
- The challenges and risks associated with the event management process

Module 3: Incident Management

- The purpose and objectives of the incident management process
- The scope of the incident management process
- The value to business and to the service lifecycle
- The policies, principles and basic concepts of incident management
- The process activities, methods and techniques and how they relate to the service lifecycle
- The triggers, inputs and outputs and the interfaces
- Information management within the incident management process
- How critical success factors and key performance indicators can be used to check the effectiveness and efficiency of the incident management process
- The challenges and risks associated with the incident management process

Module 4: Request fulfilment

- The purpose and objectives of the request fulfilment process
- The scope of the request fulfillment process
- The value to business and to the service lifecycle
- The policies and principles of request fulfilment and the request model concept
- The process activities, methods and techniques and how they relate to the service lifecycle
- The triggers, inputs and outputs and interfaces

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- Information management within the request fulfillment process
- How critical success factors and key performance indicators can be used to check effectiveness and efficiency of the request fulfillment process
- The challenges and risks associated with the request fulfillment process

Module 5: Problem management

- Organizational Development
- The purpose and objectives of the problem management process
- The scope of the problem management process
- The value to business and service lifecycle
- The policies, principles and basic concepts of problem management and the problem model concept
- Problem Analysis techniques and error detection in development environments
- The process activities, methods and techniques and how they relate to the service lifecycle
- The triggers, inputs and outputs, and interfaces
- Information management within the problem management process
- How critical success factors and key performance indicators can be used to check efficiency of the problem management process
- The challenges and risks associated with the problem management process

Module 6: Access Management

- The purpose and objectives of the access management process
- The scope of the access management process
- The value to business and service lifecycle
- The policies, principles and basic concepts of access management
- The process activities, methods and techniques and how they relate to the service lifecycle
- The triggers, inputs and outputs, and interfaces
- Information management within the access management process
- How critical success factors and key performance indicators can be used to check effectiveness and efficiency of the access management process
- The challenges and risks associated with the access management process

Module 7: The service desk

- The purpose and role of service desk

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- The service desk objectives
- Different service desk organization structures
- Different service desk staffing options
- Measuring service desk performance
- Issues and safeguards to consider when outsourcing the service desk

Module 8: Challenges, Critical Success Factors, and Risks

- The roles within each function
- The roles within each OSA process
- The objectives of each function
- The activities of each function

Module 9: Technology and implementation considerations

- The generic requirements for technology to support process capability
- The evaluation criteria for technology and tools for process implementation
- Project, risk and staffing practices for process implementation
- The challenges, risks and CSFs related to implementing practices and processes
- How to plan and implement service management technologies