

## Training Program

# ITIL® 2011 INTERMEDIATE OPERATIONAL SUPPORT AND ANALYSIS



## Introduction

### Overview

The main focus of this course is on how to deliver the IT service and the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders to apply the practices in resolution and support of the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

The IT Service Operational Support and Analysis Professional will be of interest to candidates wishing to gain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.

The IT Service Operational Support and Analysis Professional is focus on Service Operation and Continual Service Improvement, It will help you to gain the technical level of knowledge and skills required for detailed execution and implementation of specific ITIL processes.

### Duration

5 – days workshop

### Prerequisite for International certificate

## Program Objectives

### Learning Objectives

#### You Will Learn How To:

- ❖ Prepare for and pass the ITIL Operational Support and Analysis (OSA) Exam
- ❖ Outline key activities for ITIL OSA processes
- ❖ Achieve operational excellence by applying ITIL OSA processes
- ❖ Implementing a service desk using ITIL best practice
- ❖ Analyzing incidents and defining incident models
- ❖ Applying problem-solving techniques and investigating the cause
- ❖ Identifying request fulfillment interfaces
- ❖ Designing an access management process
- ❖ Verify the success of OSA by evaluating challenges, critical success factors and risks

### Target Audience

#### The target group of the IT Service Operational Support and Analysis Professional is:

- ❖ Individuals who require a deep understanding of ITIL in Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization.
- ❖ IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program me
- ❖ Operational staff involved in Event Management Process, Incident Management Process, Request Fulfilment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management.
- ❖ This may include but is not limited to, IT professionals, business managers and business process owners.

## Training Content

### Module 1: Introduction to operational support and analysis

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

### Module 4 : 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

### Module 2: Event management

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

### Module 5 : 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
- ❖ Analyzing critical success factors to check efficiency

### Module 3 : 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

### Module 6: Access management

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

### Module 7: The service desk

- ❖ Establishing the service desk objectives
- ❖ Organizational 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

### Module 9: 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

### Module 8: Service Operation Functions and Roles

- ❖ 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
- ❖ Analyzing the function's activities

### Module 10: 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

## Key Features

- 40 hours of high quality learning
- Quizzes in the end of each chapter
- 5 Real life exercises and case study
- Learn from experience and passionate trainers
- Quick reference card, toolkits
- Course completion exams
- Apply the knowledge and technique to handle the role
- Invited to our professional community
- Certificate of Completion

