ITIL

ITIL-OSA: ITIL® Intermediate Capability Operational Support & Analysis with Certification Exam

ITIL® Operational Support and Analysis. Your Next Step Towards ITIL Expert in IT Service Management Certificate. This live class is available virtually with RemoteLive™ or locally at our Phoenix, AZ location.

$2,995.00

- 5 Days
- Exam administered in the afternoon of the last day of training
- Promotional and package discounts may apply

Upcoming Dates

Course Description

The ITIL® Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate. This 5 day course immerses students in the practical aspects of the ITIL® 2011 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. Successful implementation of ITIL® Operational Support and Analysis best practices enables IT departments to reduce downtime and costs while improving customer satisfaction. The main process and function focus areas in this course include: Event Management, Incident Management, Request Management, Problem Management, and Access Management. You will learn how to plan, implement and optimize the Operational Support and Analysis processes and gain the skills required to take the ITIL® Operational Support and Analysis Certification Exam.

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Course Outline

1. Introduction and Overview
   - Service Management as a practice
   - The Service value proposition
   - The role of Operational Support and Analysis processes in the lifecycle
   - How Operational Support and Analysis supports the Service Lifecycle
   - Core Service Operation Processes

2. Event Management
   - The purpose, goal and objectives of Event Management
   - Explaining triggers
• Using metrics to check effectiveness and efficiency
• Employing active and passive monitoring tools

3. Incident Management
• Managing the Incident Lifecycle
• Interaction with design services
• Incident Management involvement on Information Management

4. Request Fulfillment
• Scope of the processes
• Dealing with service requests from users
• How metrics can verify effectiveness and efficiency of the Request Fulfillment process

5. Problem Management
• Managing the lifecycle of problems
• Value to the business and the Service Lifecycle
• Triggers, input and output to other processes

6. Access Management
• Policies, principles and basic concepts
• Managing authorized user access
• Executing Security and Availability Management policies
• Challenges and critical success factors
• Establishing metrics to ensure process quality

7. Common Service Operation Activities
• Mainframe, server and network management
• Storage, database services and directory services
• Desktop support and middleware
• Internet/Web, facilities management and information security

8. 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

9. Technical Management
• Role and objectives
• Organization structure
• Balancing skill levels, utilization and cost
• Metrics and documentation

10. IT Operations Management
• Performing ongoing management and maintenance
• Turning plans into action
• Building repeatable, consistent actions

11. Application Management
• Role, objectives and principles
• Identifying functional and management requirements
• Generic activities and organization
• Design and deployment
• Support and improvement
• Metrics and documentation

12. Organizing Service Operations
• Roles and responsibilities
• Service Desk and technical management
• Operations and applications management
• Event, incident and request fulfillment
• Problem and access management

13. Service Operation organization
• Options for organizing: technical specialties, activities, processes, geographies
• Hybrid Service Operation organization structures

14. Technology and Implementation Considerations
• Generic requirements and evaluation criteria
• Managing change in Service Operations
• Planning and implementing Service Management technologies
• Assessing and managing risks

CERTIFICATION EXAM:
To be eligible for the exam, the candidate must fill the following requirements:
• At least 30 contact hours of instruction
• Suggested 2 to 4 years professional experience
• Hold the ITIL® Foundation Certificate in IT Service Management or ITIL® v2 Foundation plus bridging certificate

The exam is 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one of which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. Maximum 90 minutes for all candidates in their respective language, and a minimum passing score of 70%.

Audience
It’s recommended (though not required) that candidates have approximately two years exposure to basic concepts in IT and related work experience.

Prerequisites
Students should hold an ITIL® 2011 Foundation Certificate or ITIL® v2 Foundation + v3 Foundation Bridge Certificate. Before taking the course.

It’s recommended (though not required) that candidates have approximately two years exposure to basic concepts in IT and related work experience.
It is also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology
- Have familiarity with ITIL® Service Lifecycle Practices core publications
- Have exposure working in the service management capacity with responsibility emphasizing on a management process:
  - Event Management
  - Incident Management
  - Problem Management

**What You Will Learn**

At the end of this 5 day course, the student will gain competencies in:

- Service Management as a Practice
- Service Operation Principals
- The Processes Pertaining to Operational Support and Analysis across the Service Lifecycle
- Specific emphasis on the Service Operation Lifecycle processes and roles
- Event Management which defines any detectable occurrence that has significance for IT management
- Incident Management which has the capability to bring services back to normal operations
- Request Fulfillment which fulfills a request providing quick and effective access to standard services
- Problem Management which prevents problems and resulting Incidents from happening
- Access Management which grants authorized users the right to use a service

Operational activities of processes covered in other Lifecycle phases such as:

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Capacity Management
- Availability Management
- Knowledge Management
- Financial Management for IT Services