ITIL® Operational Support & Analysis (OSA)

Modality: On Demand

Duration: 6 Hours

"If you enroll in this course, you will receive an Official Exam Voucher for the ITIL-OSA Exam"

About This Course:

The course and associated examination are free-standing but also part of the ITIL® intermediate capability stream. It is one of the modules that leads to the ITIL® Expert Certificate in IT Service Management and carries a credit value of 4 points.

The qualification is based on a 90 minute closed-book examination of 8 complex, scenario based multiple choice questions. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the ITIL® Intermediate Qualification: Operational Support and Analysis Certificate.

The qualification is free standing, but also counts as 4 credits towards the ITIL® Expert Certification.

The course is delivered in accordance with an accredited course syllabus and certification process. It combines tutorials, practical exercises and examination practice, reinforced through the trainers' proven implementation track record.

The average salary for a Network & Server Infrastructure specialist is **$90,000** per year.

Course Objectives:

The ITIL® Certificate in Operational Support and Analysis (OSA) is intended to enable the holders of the certificate to apply OSA practices in resolution and support of the service management lifecycle and specifically in the following key ITIL® process, role and function areas:

- Event management
- Incident management
- Request fulfillment
- Problem management
- Access management
- Service desk
- Technical management
- Application management
- IT operations management
- Technology and implementation considerations

Audience:

- Individuals who require a deep understanding of the ITIL® Certificate in the Operational Support and Analysis processes and how they may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization which has adopted and adapted ITIL® and who need to be informed about, and thereafter contribute to, an ongoing service improvement programmer
- Operational staff involved in event management process, incident management process, request fulfillment process, problem management process, access management process, service desk, technical management, IT operations management and application management, and who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL® Foundation Certificate in IT Service Management and wish to advance to higher level ITIL® certifications
- Individuals seeking the ITIL® Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules

Prerequisites:

- Hold the ITIL® Foundation Certificate in IT Service Management (or equivalent) which must be presented as documentary evidence to gain admission
- Attend an accredited training course
- It is recommended that candidates can demonstrate familiarity with IT terminology and understand Operational Support and Analysis within the context of their own business environment and have experience of working in a service management capacity within a service provider environment, with responsibility for at least one of the included process and functions.

Course Outline:

ITIL® OSA: Introduction and Overview

- Service management as a practice
- The service value proposition
- Optimizing 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
- Triggers, inputs, outputs and the process interfaces
- Using critical success factors to check effectiveness
- 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

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
- Analyzing critical success factors to check efficiency

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

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

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
- Analyzing 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