ITIL Intermediate OSA Certification Training

Modality: On Demand

Duration: 11 Hours

The training content, approved by APMG and CSME, focuses on planning, implementation and optimization of OSA processes. ITIL OSA certification training will enhance your knowledge and skills to implement and execute core ITIL processes effectively.

Course Outline:

Introduction to Operational Support and Analysis

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

Event Management

- 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, 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

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, outputs, and 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

Request Fulfilment

- The purpose and objectives of the request fulfilment process
- The scope of the request fulfilment 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, outputs, and interfaces
- Information management within the request fulfilment process
- How critical success factors and key performance indicators can be used to check effectiveness and efficiency of the request fulfilment process
- The challenges and risks associated with the request fulfilment process

Problem Management

- 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 analytics techniques and error detection in development environments
- The process activities, methods, and techniques and how they relate to the service lifecycle
- The triggers, inputs, outputs, and interfaces
- Information management within the problem management process
- How critical success factors and key performance indicators can be used to check effectiveness and efficiency of the problem management process
- The challenges and risks associated with the problem management process

Access Management

- The purpose and objectives of access management process
- The scope of the access management process
- The value to the business of service lifecycle
- The policies, principles, and basic concepts of access management
- Process activities, methods, and techniques and how they relate to service lifecycle
- The triggers, inputs, outputs, and interfaces
- Information management within the access management process
- Critical success factors and key performance indicators
- Challenges and risks

The Service Desk

- The service desk role
- The service desk objective
- Different service desk organizational structures
- Different service desk staffing options
- Measuring service desk performance
- Issues and safeguards to consider when outsourcing the service desk

Common OSA Functions and Roles

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

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

Summary and Directed Studies

- Review of key concepts