ITIL® Operational Support And Analysis (ITIL®-OSA)

Modality: Virtual Classroom

Duration: 5 Days

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for ITIL-OSA Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately."

About the course:

While the course along with its exam are free standing, it is also considered to be a part of the ITIL® intermediate capability stream. The course is of 4 credits and is one of the credentials that allow students to eventually opt for the ITIL® Expert Certificate in IT Service Management.

The exam comprises of eight, complex MCQs (multiple choice questions) which are based on different unique scenarios, which need to be completed within 90 minutes. Once the course is complete, then the student needs to take the exam and clear it. Those who clear the exam will be able to obtain the ITIL® Intermediate Qualification: Operational Support and Analysis Certificate.

The course follows the accredited course syllabus as well as the certification process. It consists of practices exercises, tutorials, and exam practices, and is a trainer taught course.

Course Objectives:

This course helps the students in applying the OSA practices in resolving and supporting the service management lifecycle, especially in the following key ITIL® roles, processes, and function areas.

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

Audience:

- The course is intended to be undertaken by those who need in-depth knowledge and understanding of ITIL® Certificate in OSA processes and how these can be made use of for

improving the quality of the service support provided by IT within an organization.

- Additionally, those IT Professionals, working in an organization that has adopted the adapted ITIL® and thus, needs to have information about while playing a part in contributing to the continuous service improvement program. It can also be undertaken by those who might be part of the operational staff, responsible for the incident management, event management, problem management, request fulfillment, access management, technical management, service desk, application management, and IT operations management, and thus, wish to upgrade their skill set
- In addition, the certification can be opted for by those professional who have cleared and obtain the ITIL® Foundation Certificate in IT Service Management and want to clear the advanced level certifications. And those professionals who wish to attain the ITIL® Expert Certificate in IT Service Management and must complete this certification as a pre-requisite.

Prerequisites:

The student opting for this certification must;

- Have acquired the ITIL® Foundation Certificate in IT Service Management (or equivalent) as it needs to be submitted in document form at the time of admission.
- Attend a training course having the relevant accreditation
- Be familiar with IT terminologies as well as service offerings and agreements relevant to their business. Additionally, they should have practical experience of working with a service provides in the capacity of a service manager, while being responsible for one of the aforementioned processes 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