ITIL OSA Intermediate Capability Operational Support Analysis with Certification Exam

Duration: *5 Day(s)*

Course Overview

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.

Review this course online at https://www.alta3.com/courses/ITIL-OSA

Objectives

- Implement ITIL frameworks to enhance service effectiveness.
- Optimize Operational Support and Analysis processes.
- Reduce downtime and improve incident management.
- Increase customer satisfaction through strategic service delivery.

Who Should Attend

- IT Service Managers
- Support Engineers
- IT Process Coordinators
- Operations Managers

Prerequisites

- 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
- Event Management
- Incident Management
- Problem Management

Course Outline

Introduction and Overview

1. Service Management as a practice

2. The Service value proposition
3. The role of Operational Support and Analysis processes in the lifecycle
4. How Operational Support and Analysis supports the Service Lifecycle
5. Core Service Operation Processes

Event Management

6. The purpose, goal and objectives of Event Management
7. Explaining triggers
8. Using metrics to check effectiveness and efficiency
9. Employing active and passive monitoring tools

Incident Management

10. Managing the Incident Lifecycle
11. Interaction with design services
12. Incident Management involvement on Information Management

Request Fulfillment

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

Problem Management

16. Managing the lifecycle of problems
17. Value to the business and the Service Lifecycle
18. Triggers, input and output to other processes

Access Management

19. Policies, principles and basic concepts
20. Managing authorized user access
21. Executing Security and Availability Management policies
22. Challenges and critical success factors
23. Establishing metrics to ensure process quality

Common Service Operation Activities

24. Mainframe, server and network management
25. Storage, database services and directory services
26. Desktop support and middleware
27. Internet/Web, facilities management and information security

Service Desk

28. Establishing the Service Desk objectives
29. Organizational structures and staffing options
30. Providing a single point of contact
31. Measuring effectiveness and efficiency
32. Impact of Service Desk on customer perception
33. Reasons and options for outsourcing the Service Desk

Technical Management

34. Role and objectives
35. Organization structure
36. Balancing skill levels, utilization and cost
37. Metrics and documentation

IT Operations Management

38. Performing ongoing management and maintenance
39. Turning plans into action
40. Building repeatable, consistent actions

Application Management

41. Role, objectives and principles
42. Identifying functional and management requirements
43. Generic activities and organization
44. Design and deployment
45. Support and improvement
46. Metrics and documentation

Organizing Service Operations

47. Roles and responsibilities
48. Service Desk and technical management
49. Operations and applications management
50. Event, incident and request fulfillment
51. Problem and access management

Service Operation organization

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

Technology and Implementation Considerations

54. Generic requirements and evaluation criteria
55. Managing change in Service Operations
56. Planning and implementing Service Management technologies
57. Assessing and managing risks