

# ITIL® Intermediate Capabilities - Operational Support and Analysis

## Course Overview

This is a 5-day class

ITIL Service Capability Modules focus on a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact. The modular approach of the Intermediate Level modules allows candidates to develop an ITIL specialism. The Operational Support & Analysis module will help you to gain the technical level of knowledge and skills required for detailed execution and implementation of specific ITIL processes.



The ITIL Intermediate certificate in Operational Support & Analysis (OSA) is a course that can be run over four or five days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Operational Support & Analysis processes, aligned to the current version, ITIL: 2011. Delegates will also prepare for a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, and mock examinations. NOTE: This course will earn you 28 PDUs.

## Who Should Attend

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

The Operational Support & Analysis Qualification would suit candidates working in the following IT professions or areas:

- General IT Management
- Configuration Manager
- Availability Manager
- Applications Support
- IT Operations Manager
- Network Control and Operation
- Database Administrator
- IT Security Manager
- Problem Manager
- Network Support

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

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## Course Objectives

The purpose of the ITIL Intermediate certificate in Operational Support & Analysis is to certify that the delegate has gained a thorough and detailed knowledge of the OSA processes, the structure and advanced concepts, and has comprehended the essential principles of ITIL based OSA practices for Service Management. When the delegate has completed this course, they should be confident in their ability to approach core OSA activities, such as:

- Delivering maximum value to the organization by mastering key ITIL processes that minimize downtime – keeping staff productive and the business running as smoothly and efficiently as possible
- Creating an enterprise IT priority model covering Incidents and Problems in support of customer Service Level Agreements
- Effectively identify and eliminate Incidents from the production environment
- Increase availability and improve operational stability by reducing mean time to restore for Major Incidents
- Reducing the cost of handling Incidents through streamlined escalation policies and procedures
- Improving the effectiveness of the Service Desk by clearly defining roles and responsibilities for the Service Desk personnel and other support roles
- Improving user satisfaction and reducing costs by streamlining the provisioning processes of Request Fulfillment

## Other Prerequisites

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management.

## Course Outline

- 1 How OSA processes and functions bring value to the business in supporting the service lifecycle**
- 2 In-depth review of the key processes, and their associated activities and functions**
- 3 Incident Management: Focusing on restoring services back to normal operation as soon as possible, according to agreed service levels**

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- 4 **Problem Management:** Focusing on the prevention of Problems and the elimination of recurring Incidents
- 5 **Request Fulfilment:** Managing the fulfilment of requests for services, with a goal of providing quick and effective access to standard services which business staff can use to improve their productivity
- 6 **Event Management:** Focusing on any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service
- 7 **Access Management:** Granting authorized users the right to use a service, while preventing access to non-authorized users
- 8 **In-depth review of the related functions:** IT Operations Management, Technical Management, Application Management and The Service Desk
- 9 **The impact operational support and analysis has on operational activities and other processes such as Change, Configuration, Release & Deployment, Capacity, Availability, Knowledge, Financial, and IT Service Continuity Management**