

Course Outline

ITIL Operation Support and Analysis (OSA)

Duration: 5 days (30 hours)

Learning Objectives:

This course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Operational Support and Analysis of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective
- Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Operational Support and Analysis processes
- The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure Operational Support and Analysis performance
- The importance of IT Security and how it supports Operational Support and Analysis
- – Understanding technology and implementation requirements in support of Operational Support and Analysis
- The challenges, critical success factors and risks related with Operational Support and Analysis

Prerequisites

Candidates for this course must hold an ITIL Foundation Certificate

Target Audience:

- IT Management
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers

Course Student Material:

Participants receive a copy of the classroom presentation material, practice exam, case study, homework and assignments

Credits:

Project Management Institute - Professional Development Units (PDUs) = 30

Topics Covered:

- Introduction & SM as a practice
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Functions
- Technology and Implementation Considerations
- Exam Preparation/Mock Exam Lunch

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