



ITIL® 2011 Intermediate Capability
Operational Support and Analysis (OSA)
Course Outline



Program 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 4 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.

Duration

4 day program

Learning Objectives

At the end of the training, participants are expected to:

- Understand Service Management as a practice and how the processes within Operational Support and Analysis support the Service Lifecycle.
- Know the important role of ITIL Operational Support and Analysis in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehend the activities, methods, and functions used in each of the ITIL Operational Support and Analysis processes
- Know how to apply Operational Support and Analysis processes, activities, and functions to achieve operational excellence Determine the importance of accounting in business transaction
- Measure ITIL Operational Support and Analysis performance
- Understand the importance of IT security and how it supports ITIL Operational Support and Analysis
- Understand technology and implementation requirements in support of Operational

Target Audience

- Individuals who have their ITIL v3 Foundation certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) and want to pursue the Intermediate and Advanced level ITIL certifications.
- Individuals and/or operational staff who require a deep, practical understanding of the Operational Support and Analysis processes and how they may be used to enhance the quality of IT service support within an organization. For example, operational staff involved in Service Portfolio Management, Service Catalogue Management, Service Level management, Demand Management, Supplier Management, Financial Management, and Business Relationship Management.
- IT professionals involved in IT Service Management implementation and improvement programs
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, IT/business process owners, and IT practitioners.

Prerequisites

Participant should hold an ITIL v3 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate.

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **Introduction and Overview**
 - Service Management as a practice
 - The Service value proposition
 - The role of Operational Support and Analysis processes in the lifecycle How Operational Support and Analysis supports the Service Lifecycle Core Service Operation Processes

- **Event Management**
 - The purpose, goal and objectives of Event Management
 - Explaining triggers
 - Using metrics to check effectiveness and efficiency
 - Employing active and passive monitoring tools

- **Incident Management**
 - Managing the Incident Lifecycle
 - Interaction with design services
 - Incident Management involvement on Information Management

- **Request Fulfillment**
 - Scope of the processes
 - Dealing with service requests from users
 - How metrics can verify effectiveness and efficiency of the Request Fulfillment process

- **Problem Management**
 - Managing the lifecycle of problems
 - Value to the business and the Service Lifecycle
 - Triggers, input and output to other processes

- **Access Management**
 - Policies, principles and basic concepts
 - Managing authorized user access
 - Executing Security and Availability Management policies
 - Challenges and critical success factors
 - Establishing metrics to ensure process quality

- **Common Service Operation Activities**
 - Mainframe, server and network management Storage, database services and directory services Desktop support and middleware
 - Internet/Web, facilities management and information security

- **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

- **Technical Management**
 - Role and objectives
 - Organization structure
 - Balancing skill levels, utilization and cost
 - Metrics and documentation

- **IT Operations Management**
 - Performing ongoing management and maintenance
 - Turning plans into action
 - Building repeatable, consistent actions

- **Application Management**
 - Role, objectives and principles
 - Identifying functional and management requirements
 - Generic activities and organization
 - Design and deployment Support and improvement Metrics and documentation

- **Organizing Service Operations**
 - Roles and responsibilities
 - Service Desk and technical management Operations and applications management event, incident and request fulfillment Problem and access management

- **Service Operation organization**
 - Options for organizing: technical specialties, activities, processes, geographies
 - Hybrid Service Operation organization structures

➤ **Technology and Implementation Considerations**

- Generic requirements and evaluation criteria
- Managing change in Service Operations
- Planning and implementing Service Management technologies
- Assessing and managing risks

Summary & Wrap-Up Discussions

Discussion & Open Forum

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