



ITIL® Operational Support and Analysis (OSA)

Course ID#: 1095-250-32-Z

Hours: 35

Course Content

Course Description:

ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO), and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the service Capability Stream:

- The Service Lifecycle Stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability Stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is a free-standing qualification but is also part of the ITIL® Intermediate Capability Stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and certificate is to impart knowledge on industry practices in service management as documented in the ITIL® Service Lifecycle core publications. The ITIL® Certificate in Operational Support and Analysis is intending to enable the holders of the certificate to apply OSA practices in resolution and support of the Service Management Lifecycle.

Course Approach:

This capability course focuses on organizing Operational Support and Analysis activities. Participants will learn the principles and core elements along with the activities and technology and implementation considerations. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL® Operational Support and Analysis Certification Exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The integrated case study deepens the participant's appreciation of how ITIL® best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.



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Course and Learning Objectives:

Students can expect to gain competence in the following areas:

- The values of the business of OSA activities and how OSA activities support the Service Lifecycle
- Optimizing Service Operation Performance
- How the processes in OSA interact with other Service Lifecycle Processes
- How to use and measure the OSA processes, activities, and functions to achieve operational excellence
- The importance of IT security and its contributions to OSA
- Understanding the technology and implementation considerations surrounding OSA
- The challenges, critical success factors (CSFs) and risks associated with OSA
- Specific emphasis on the processes and roles included:
 - Event management, defines detectable occurrences of significance for IT Infrastructure Management or the delivery of an IT service
 - Incident Management, has the capability to bring services back to normal operations as soon as possible and according to agreed service levels
 - Request Fulfilment, fulfils a request providing quick and effective access to standard services to improve business productivity or the quality of business services and products
 - Problem Management, prevents problems and incidents from happening, eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented
 - Access Management, grants authorized users the right to use a service while preventing access to non-authorized users.
 - Operational activities of processes covered in other Lifecycle stages such as: Change Management, Service Asset and Configuration Management, Release and Deployment Management, Capacity Management, Availability Management, Knowledge Management, Financial Management for IT Services, IT Service Continuity Management.
 - Organizing for Service Operation which describes roles and functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management.

Target Audience:

IT Managers, Operational Staff, and anyone requiring a deeper knowledge of or who are involved in the Operational Support & Analysis Cluster of processes and functions.

Prerequisites:

An ITIL® Foundation Certificate and preferably two years work experience in an IT Service Management Environment.



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Topics:

Module 1: Introduction

- Course Introduction
- OSA Course Objectives
- Service Operation-Purpose and Objectives
- Service Operation Scope, Processes, & Functions
- Service Operation Value to the Business
- IT Service Management
- Service Value
- Value Creation
- Combined effects of Utility and Warranty
- Monitor and Measure
- Optimizing Service Performance
- What is a Process?
- Organizing ITSM
- ITIL® Certification Scheme

Module 2: Event Management

- Purpose, Objectives, Scope, & Value
- Principles & Concepts
- Activities & Interfaces
- Trigger, Inputs, and Outputs
- Information Management
- Metrics & Challenges
- CSFs and risks

Module 3: Service Desk

- Benefits
- Objectives
- Responsibilities
- Structure
- Staffing
- Metrics
- Outsourcing

Module 4: Incident Management

- Purpose, Objectives, Scope, & Value
- Principles & Concepts
- Activities & Interfaces
- Trigger, Inputs, and Outputs
- Information Management
- Metrics & Challenges
- CSFs and risks

Module 5: Problem Management

- Purpose, Objectives, Scope, & Value
- Principles & Concepts
- Activities & Interfaces
- Trigger, Inputs, and Outputs
- Information Management
- Metrics & Challenges
- CSFs and risks

Module 6: Request Fulfillment

- Purpose, Objectives, Scope, & Value
- Principles & Concepts
- Activities & Interfaces
- Trigger, Inputs, and Outputs
- Information Management
- Metrics & Challenges
- CSFs and risks

Module 7: Access Management

- Purpose, Objectives, Scope, & Value
- Principles & Concepts
- Activities & Interfaces
- Trigger, Inputs, and Outputs
- Information Management
- Metrics & Challenges
- CSFs and risks



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Module 8: Functions

- Service Desk
- Technical Management
- IT Operations Management
- Applications Management

• Module 9: Technology and Implementation

Considerations

- Generic Tool Requirements
- Evaluation Criteria
- Service Operation & Project Management
- Challenges, CSFs & Risks

Module 10: Appendices

- Business Case Study and Exercises
- Mock Exams and Rationale
- Glossary
- Forms