

ITIL® v3 Service Capability – Operational Support & Analysis

Vendor Course Code: ITIL-SC-OSA

Course Length: 5 days

Overview: The course builds on the general principles covered as part of the ITIL® V3 Foundation Certificate Course and provides in-depth knowledge of the ITIL® OSA topics as specified in the ITIL® V3 Service Capability curriculum. This includes Event Management, Incident Management, Request Fulfilment, Problem Management and Access Management processes, the Service Desk, Technical Management, IT Operations Management and Application Management functions.

There is an examination at the end of the course. The OSA exam is a very challenging. It consists of a complex multiple-choice, closed book paper of 8 questions, to be answered within 90 minutes. The pass mark will be 70% or more.

Successful candidates will be awarded 4 credits towards the ITIL® Expert Certification.

Skills Gained: Proven industry best practice provides knowledge on ITIL® terminology, process structure, roles, functions and activities that will assist in improving user support practices and as a result, improving the stability of the IT infrastructure. The course provides participants with practical guidance on the design and implementation of integrated end-to-end processes and functions involved in preventing recurring faults within the IT infrastructure whilst effectively responding to customer issues and requests, with reference to the Service Lifecycle approach as described in ITIL® V3.

Key Topics:

- Service Management as a Practice and Service Operation Principals.
- Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis.
- Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service.
- Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels.
- Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products.
- Problem Management which prevents problems and resulting incidents from happening, to eliminate recurring incidents and to minimise the impact of incidents that cannot be prevented.
- Access Management which grants authorised users the right to use a service, while preventing access to non-authorised users.
- Operational activities of processes covered in other lifecycle phases such as Change Management, Configuration Management, Release and Deployment Management, Capacity Management, Availability Management, Knowledge Management, Financial Management for IT services and IT Service Continuity Management.
- Common Service Operation activities related to Service Operation and Support.
- Organising for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management, Application Management.
- Service Operations and Support Service Operation roles and responsibilities.
- Technology and Implementation Considerations.
- Challenges, Critical Success Factors and risks.

Target Audience: The course is suitable for individuals who require an in-depth understanding of Operational Support & Analysis processes and how this may be used to enhance the quality of IT service provision within an organisation.

Prerequisites:

A pass in the ITIL® V3 Foundation exam or the ITIL® V2-V3 Bridging exam from either EXIN, ISEB or APMG. Proof will need to be provided before attending the course.

We recommend that course participants are familiar with the 5 ITIL® Core Publications prior to attending the course. In particular, the process chapters from the Service Operation Book and some familiarity with the Continual Service Improvement Book would be an advantage. We estimate approximately 10 hours of personal study will be required.

The ITIL® Books are not included with this course.

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