



Operational Support and Analysis (OSA)

5 days

DESCRIPTION

An intensive 5 day Intermediate level course based on the Service Operations aspects of ITIL® (IT Infrastructure Library).

Intended for IT professionals working in an organisation that is using ITIL® who wish to contribute to on-going service improvement through a deeper knowledge of the operational processes: Operational Management, Service Desk, Technical Management, IT Operations Management and Application Management staff. IT staff of all levels who are involved in the delivery or support of IT services.

The course explores in detail the key processes in Service Operation and how they interact with all stages of the service lifecycle. The course fully prepares participants for the ITIL® Operational Support and Analysis Certificate examination (intermediate level).

OBJECTIVES

To enable students to appreciate and understand

- ✓ Service Management as a Practice and in particular Service Operation Principles
- ✓ The processes pertaining to Operational Support and Analysis across the Service Lifecycle with Specific emphasis on the Service Operation Lifecycle processes
- ✓ The importance of Service operation in contributing to a successful service
- ✓ The requirements of the OSA intermediate exam.

PRE-REQUISITES

Candidates must hold the ITIL® Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge)

Candidates should have familiarity with IT terminology and understand the context of Operational Support and have exposure to working in the service management operational domain.

It is strongly recommended that candidates read the ITIL® Service Lifecycle core publications in advance of attending the

course and to undertake around 12 hours of self study.

STRUCTURE

This intensive, interactive course consists of formal lecturing, discussions, exercises and test examination questions.

On the last afternoon of the course there is a 90 minute, 8 question, graduated multiple choice examination.

CONTENTS

The course is accredited and follows the official syllabus.

- ✓ Introduction to ITIL®
- ✓ OSA processes
 - Incident Management
 - Event Management
 - Request Fulfilment
 - Problem Management
 - Access Management
- ✓ OSA functions
 - Service Desk
 - Technical Management
 - Application Management
 - IT Operations Management (IT Operations Control and Facilities Management)
- ✓ Technology and Implementation considerations
- ✓ Challenges, Critical Success Factors, risks and metrics of Service operations.
- ✓ Preparation for the exam
- ✓ Exam

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For further details or for reservation, please email to info@opsys.be