

## ITIL® Intermediate Operational Support and Analysis (OSA)

Course#: ITSM-10

Duration: 1 Day

Price: 0.00

### Course Description

ITIL Operational Support and Analysis (OSA) module is one of the certifications in the ITIL Service Management Capability stream. This certification reflects the ability of the holder to apply OSA activities and processes to achieve organizational excellence. The OSA certification is mainly based on the best practice guidance contained in the ITIL Service Operation publication.

This workshop has been designed to give you thorough help in attempting the exam and gaining the skills needed to manage the everyday operation of IT services by implementing the ITIL processes that will help you deliver and support services to customers. Enrol today and gain the core skills needed to improve service management processes. Besides being a free standing qualification, ITIL OSA is also one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit this link.

### Objectives

What you will learn:

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

The value to the business of OSA activities

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 the OSA processes, activities and functions to achieve operational excellence

How to measure OSA

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 service operation lifecycle processes and roles included in:

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 and 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, eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented

Access management, which 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

You will also get:

In-depth preparatory help for examination

Comprehensive and crisp courseware in downloadable format

Coaching by ITIL certified experts

4 credits toward ITIL Expert certification and 30 PDUs for PMI recertification

Post workshop assistance and support

Course fee includes certification exam fee

## **Audience**

This workshop and the subsequent certification will benefit

Business managers, business process owners and others who need an understanding of the Operational Support and Analysis processes and of how it may be used to enhance the quality of IT service support within an organization.

IT professionals who are working in organizations that have adopted ITIL for service improvement

Those seeking to gain the ITIL Expert Certification in ITSM or higher ITIL certifications for which this is a prerequisite

## **Prerequisites**

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Operational Support and Analysis (OSA).

## **Content**

Introduction to operational support and analysis

The value to the business of OSA activities

The lifecycle within the OSA context

Optimizing service operation performance

## Event management

The event management process inclusive of its design strategy, components, activities and operation including its organizational structure, as well as any interfaces with other processes

Efficient event management and provision of examples showing how it is used to ensure service quality within OSA

The benefits and business value that can be gained from event management

## Incident management

The incident management process inclusive of its components, activities and operation including its organizational structure, as well as any interfaces with other processes

The measurement model and the metrics that would be used to support incident management within OSA practices

The benefits and business value that can be gained from incident management

## Request fulfilment

The request fulfilment process inclusive of its components, activities and operation including its organizational structure, as well as any interfaces with other processes

The measurement model and the metrics that would be used to support request fulfilment within OSA practices

The benefits and business value that can be gained from request fulfilment as related to OSA

## Problem management

The end-to-end process flow for problem management inclusive of problem analysis techniques, error detection, components, activities and operation including its organizational structure, as well as any interfaces with other processes

A measurement model and the metrics that would be used to support problem management within OSA practices

The benefits and business value that can be gained from problem management

## Access management

The end-to-end process flow for access management process inclusive of components, activities and operation including its organizational structure, as well as any interfaces with other processes

A measurement model and the metrics that would be used to support access management within OSA practices

The benefits and business value that can be gained from access management as related to OSA

## The service desk

The complete end-to-end process flow for the service desk function inclusive of design strategy, components, activities and operation, as well as any interfaces with other processes or lifecycle phases

The service desk validation components and activities (e.g. service desk role, organizational structures, challenges, issues safeguards, etc.) and how these test components are used to ensure service quality within OSA

A measurement model and the metrics that would be used to support the service desk function within OSA practices.

## Functions and roles

The end-to-end process flow for OSA functions (i.e. technical management, IT operations management, and applications management) inclusive of design strategy, objectives, components, activities, roles and operation including its organizational structure, as well as any interfaces with other processes

The roles within each OSA process and generic roles

The benefits and business value that can be gained from functions as related to OSA.

## Technology and implementation considerations

Technology requirements for service management tools and where/how they would be used within OSA for process implementation

What best practices should be used in order to alleviate challenges and risks when implementing service management technologies