ITIL Intermediate: Operational Support and Analysis
Course Summary

Description
The ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate, although a stand alone qualification, yet is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate. The ITIL Certificate in Service Offerings and Agreements is intended to enable the course participants to apply the ITIL best practices during the Service Management Lifecycle. The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

Topics
- Introduction
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Functions
- Technology and Implementation considerations
- Summary, Exam Preparation and Directed Studies

Audience
The target group of the ITIL Expert Qualification Operational Support and Analysis (OSA) is:

- Individuals who require a deep understanding of ITSM/ITIL Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to contribute to an ongoing service improvement program
- Operational staff involved in Event Management Process, Incident Management Process, Request Fulfillment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management
- This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisites
Individuals who have attained and have a proof of one of the following certifications:
- V3 ITIL Foundation certificate in Service Management; OR
- V2 Foundation plus the V3 Foundation Bridge certificate;

It is also strongly recommended that course participants:
- Possess 2 to 4 years professional experience working in IT Service Management

Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
- Event Management Process
- Incident Management Process
- Request Fulfillment Process
- Problem Management Process
- Access Management Process
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

Duration
Five days

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Course Outline

I. Introduction
- A. The concept of Service Management as a practice
- B. The concept of Service, its value proposition and composition
- C. The functions and process across the Lifecycle
- D. The role of Processes in the Service Lifecycle
- E. How Service Management creates business value
- F. How the processes within the Service Offerings and Agreement curriculum supports the Service Lifecycle

II. Event Management
- A. The purpose, goal and objectives of the Event Management process
- B. The scope of the process
- C. The value to business and to the Service Lifecycle
- D. The policies, principles and basic concepts
- E. The process activities, methods and techniques that enable this process and how it relates to the Service Lifecycle
- F. The triggers, inputs and outputs and the process interfaces
- G. The Event Management involvement in Information Management
- H. How metrics can be used to check effectiveness and efficiency of the Event Management process
- I. The challenges, Critical Success Factors and risks associated with the Event Management process
- J. How to design for Event Management

III. Incident Management
- A. The purpose, goal and objectives of the Incident Management process
- B. The scope of the process
- C. The value to business and to the Service Lifecycle
- D. The policies, principles and all basic concepts
- E. The process activities, methods and techniques and how they relate to the Service Lifecycle
- F. The triggers, inputs and outputs and the process interfaces
- G. The Incident Management involvement in Information Management
- H. How metrics can be used to check effectiveness and efficiency of the Incident Management process
- I. The challenges, Critical Success Factors and risks associated with the Incident Management process.

IV. Request Fulfillment
- A. The purpose, goal and objectives of the Request Fulfillment process
- B. The scope of the process
- C. The value to business and to the Service Lifecycle
- D. The policies, principles and the request model concept
- E. The process activities, methods and techniques and how they relate to the Service Lifecycle
- F. The triggers, inputs and outputs and the process interfaces
- G. The Request Fulfillment involvement in Information Management
- H. How metrics can be used to check effectiveness and efficiency of the Request Fulfillment process
- I. The challenges, Critical Success Factors and risks associated with the Request Fulfillment process

V. Problem Management
- A. The purpose, goal and objectives of the Problem Management process
- B. The scope of the process
- C. The value to business and Service Lifecycle
- D. Understanding of the policies, principles and the problem model concept

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Course Outline (cont'd)

E. The process activities, methods and techniques and how they relate to the Service Lifecycle
F. The triggers, inputs and outputs and the process interfaces
G. The Problem Management involvement in Information Management
H. How metrics can be used to check effectiveness and efficiency of the Problem Management process
I. The challenges, Critical Success Factors and risks associated with the Problem Management process

VI. Access Management
A. The purpose, goal and objectives of the Access Management process
B. The scope of the process
C. The value to business and Service Lifecycle
D. The policies, principles and basic concepts
E. The process activities, methods and techniques and how they relate with the Service Lifecycle
F. The triggers, inputs and outputs and the process interfaces
G. The Access Management involvement in Information Management
H. How metrics can be used to check effectiveness and efficiency of the Access Management process
I. The challenges, Critical Success Factors and risks associated with the Access Management process.

VII. Service Desk
A. The Service Desk role
B. The Service Desk objectives
C. The different Service Desk organizational structures The different Service Desk staffing options
D. The different Service Desk metrics that can be used to measure its effectiveness and efficiency
E. The issues and safeguards to consider when Outsourcing the Service Desk

VIII. Functions
A. The roles of each function, their objectives and activities

IX. Technology and Implementation considerations
A. The generic requirements for technology to support process capability
B. The evaluation criteria for technology and tools for process implementation
C. The project, risk and staffing practices for process implementation
D. The challenges, Critical Success Factors and risks related to implementing practices and processes
E. How to plan and implement Service Management technologies

X. Summary, Exam Preparation and Directed Studies

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