ITIL v3 Operational Support and Analysis Capability

Course Summary

Description

This course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Objectives
At the end of this course, students will be able to:

- Understand Service Management as a Practice, Service Operation principles, purpose and objective
- Know the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- Understand the activities, methods and functions used in each of the Operational Support and Analysis processes
- Understand the application of Operational Support and Analysis processes, activities and functions to achieve operational excellence
- Measure Operational Support and Analysis performance
- Understand the importance of IT Security and how it supports Operational Support and Analysis
- Understand technology and implementation requirements in support of Operational Support and Analysis
- Understand the challenges, critical success factors and risks related with Operational Support and Analysis

Topics

- Introduction & SM as a practice
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Functions
- Technology and Implementation Considerations
- Exam Preparation/Mock Exam
- Exam

Audience

The Operational Support and Analysis Capability course will be of interest to:

- Individuals who have their ITIL® v3 Foundation Certificate (or the ITIL® v2 Foundation + v3 Foundation Bridge certificate) who want to purse the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive practical understanding of the Operational Support and Analysis processes and how these may be used to enhance the quality of IT service support within an organization, for example: 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
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

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Course Summary (cont'd)

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable

It is also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment

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 and Application Management

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

Duration

Two and one half days

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