ProTech Professional Technical Services, Inc.

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ITIL V3 Operational Support and Analysis Certification Training

Course Summary

Description

This PEOPLECERT accredited training program is for individuals seeking specialist certification in the ITIL Operational Support and Analysis practice area. In order to sit for the Operational Support and Analysis exam you need to have passed your ITIL Foundation exam as it builds on the general principles covered in the ITIL Foundation course and have completed the Gogo Training accredited Operational Support and Analysis.

You will be guided through the material by expert instructor Dr. Suzanne Van Hove. Dr. Van Hove covers the capability aspects of Service Operation to enable the candidate to apply the practices and techniques. The course includes Service Operations principles, activities and technology considerations. It also gives an overview of the Service Operation Processes and Functions. Additionally, the course considers the interfaces between Service Operation and the other stages of the ITIL Service Lifecycle.

The ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is a freestanding qualification but 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 purpose of this training course and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Lifecycle core publications.

The ITIL Certificate in Operational Support and Analysis is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle and specifically in the following ITIL process, role and function areas:

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management

- Service Desk
- Technical Management
- IT Operations Management
- Application Management

Objectives

By the end of this course, students will learn:

- Service Management as a Practice
- Service Operation Principles
- The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
- How all processes in ITIL Operational Support and Analysis interact with other
- Service Lifecycle processes
- How to use the ITIL Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure ITIL Operational Support and Analysis

- The importance of IT Security and its contributions to ITIL Operational Support and Analysis
- Understanding the technology and implementation considerations surrounding ITIL Operational Support and Analysis
- The challenges, Critical Success Factors and risks associated with ITIL Operational Support and Analysis
- Specific emphasis on the Service Operation Lifecycle processes and roles included in:

Course Outline

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Course Summary (cont.)

- 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 minimize 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
- Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations
- Management and Application Management

Topics

- Exam Tips
- Service Management as a Practice Part 1
- Service Management as a Practice Part 2
- Service Management as a Practice Part 3
- Functions Part 1
- Functions Part 2
- Functions Part 3
- Service Desk Part 1

- Service Desk Part 2
- Request Fulfillment Part 1
- Request Fulfillment Part 2
- Access Management Part 1
- Access Management Part 2
- Event Management Part 1
- Event Management Part 2
- Incident Management Part 1
- Incident Management Part 2
- Problem Management Part 1
- Problem Management Part 2
- Service Management Technology

Audience

This PEOPLECERT accredited training program is for individuals seeking specialist certification in the ITIL Operational Support and Analysis practice area

Prerequisites

TIL Foundations training is required prior to taking this course and it is highly recommended that all ITIL Intermediate Candidates have 2 to 4 years of Service Management Experience. If you plan on taking the ITIL 2011: Operational Support & Analysis certification exam, then you must have taken and passed the ITIL Foundations exam (or v2, v3 or 2011 equivalent) and present the certificate to the testing organization in order to sit for this exam.

Before attending training for the certification, it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Operation publication.

Duration

Six hours and twenty-nine minutes.

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Course Outline

Course Outline

Course Outline (cont.)

2. Sample Exam 2, Question 2

XII.   Access Management Part 1
A. Purpose, Objectives and Scope
B. Value to the Business
C. Policies
D. Activities

XIII.   Access Management Part 2
A. Roles
B. Triggers and Inputs/Outputs
C. Interfaces
D. Metrics
E. Challenges and Risks
F. Tools and Technology
G. Exercise: Applying Controls with Access Management
H. Exam Question Exercise:
   1. Sample Exam 1, Question 2
   2. Sample Exam 2, Question 4
I. Exam Question Review: Sample Exam 2, Question 2

XIV.   Event Management Part 1
A. Purpose, Objectives, Scope and Value
B. Basic Concepts
C. Activities

XV.   Event Management Part 2
A. Roles
B. Triggers and Inputs/Outputs
C. Interfaces
D. Information Management
E. Metrics
F. Risks
G. Event Management Design
H. Exercise: Deploy Event Management
I. Exam Question Exercise:
   1. Sample Exam 1, Question 4
   2. Sample Exam 2, Question 3

XVI.   Incident Management Part 1
A. Purpose, Objectives, and Scope
B. Value to the Business
C. Basic Concepts
D. Incident Models
E. Activities

XVII.   Incident Management Part 2
A. Roles
B. Triggers and Inputs/Outputs
C. Interfaces
D. Information Management
E. Metrics
F. Risks
G. Exam Question Exercise:
   1. Sample Exam 1, Question 8
   2. Sample Exam 2, Question 7

XVIII.   Problem Management Part 1
A. Purpose, Objectives, Scope and Value
B. Basic Concepts
C. Activities
D. Problem Review

A.   Problem Management Part 2
B. Roles
C. Triggers and Inputs/Outputs
D. Interfaces
E. Information Management
F. Metrics
G. Risks
H. Exercise: IM vs. PM
I. Exam Question Exercise:
   1. Sample Exam 1, Question 3
   2. Sample Exam 2, Question 6
J. Exam Question Review: Sample Exam 1, Question 8

Course Outline (cont.)

XIX.   Service Management Technology
- A. Tool Selection Process
- B. Generic Requirements
- C. Exam Question Exercise:
- 1. Sample Exam 1, Question 5
- 2. Sample Exam 2, Question 1