
ITILSCMOSA - ITIL® Intermediate - Service Capability Modules - Operational Support and Analysis

Overview

Course Code	ITILSCMOSA	Duration	5.0 days
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The Operational Support and Analysis (OSA) module is one of the certifications in the ITIL® Service Capability work stream. The module focuses on the practical application of OSA practices in order to enable event, incident, request, problem, access, technical, IT operations and application management.

The content of the course is based mainly on the best practice guidance contained in the ITIL Service Operation publication.

The OSA course can teach organizations and individuals how to manage the everyday operation of IT services and gain a better understanding of how to implement the ITIL processes that will enable them to deliver and support services to customers.

It also covers issues relating to the people, relationships, procedures and infrastructure technology required to ensure that the organization or programme can provide the high quality and cost effective IT services that are required to meet organizational needs.

Audience

- ITSM trainers involved in the ongoing management, coordination and integration of design activities within the service lifecycle
- Individuals who require a detailed understanding of the ITIL service design stage of the ITIL service lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
- IT professionals working within, or about to enter, a service design environment and requiring an understanding of the concepts, processes, functions and activities involved
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

Pre-Requisites

- Earlier ITIL (V2) Foundation plus Foundation Bridge

- ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

Key Topics

Module 1: Introduction to operational support and analysis

Module 2: Event management

Module 3: Incident management

Module 4: Request fulfillment

Module 5: Problem management

Module 6: Access management

Module 7: The service desk

Module 8: Functions and Roles

Module 9: Technology and implementation considerations

Objectives

- 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