
ITIL® Service Capability: Operational Support & Analysis

Duration: 5 Days **Course Code: IOSA**

Overview:

This course builds on the general principles covered as part of the ITIL® Foundation course.

This enables the organisation to introduce Event Management, Incident Management, Request Fulfilment, Problem Management and Access Management processes, Service Desk, Technical Management, IT Operations Management and Application Management functions as integral parts of its overall business-focussed Services Framework.

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Target Audience:

The course is suitable for individuals who require a deep understanding of Operational Support & Analysis processes and how they may be used to enhance the quality of IT service provision within an organisation.

It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives:

- To obtain knowledge on ITIL® terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL®.
 - To provide delegates with practical guidance on the design and implementation of an integrated end-to-end processes based on proven industry best practice guidelines.
 - To prepare delegates for the ITIL® Capability examination in Service Offerings & Agreement.
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Prerequisites:

Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.

Before taking the course, it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

Testing and Certification

The course forms part of the ITIL® Intermediate qualification programme.

The examination will consist of a complex multiple choice, closed book paper of 8 questions, to be answered within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 65% or more.

Successful candidates will be awarded 4 credits towards the ITIL® Expert qualification.

A charge of £130 + VAT is applicable for the exam.

Follow-on-Courses:

- ITIL® Service Capability: Planning, Protection & Optimisation (PPO)
- ITIL® Service Capability: Release, Control & Validation (RCV)
- ITIL® Service Capability: Service Offerings & Agreements (SOA)

ITIL® Service Lifecycle courses (3-day)

- ITIL® Service Lifecycle: Continual Service Improvement (LCSI)
- ITIL® Service Lifecycle: Service Design (LSD)
- ITIL® Service Lifecycle: Service Operation (LSO)
- ITIL® Service Lifecycle: Service Strategy (LSS)
- ITIL® Service Lifecycle: Service Transition (LST)

Service Lifecycle Bootcamps (5-day)

- Service Lifecycle Bootcamp: Strategy & Design (LSS-LSD)
- Service Lifecycle Bootcamp: Transition & Operation (LST-LSO)

Content:

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| <ul style="list-style-type: none">■ Service Management as a Practice and Service Operation Principals.■ Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis.■ 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. | <ul style="list-style-type: none">■ 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 phases such as Change Management, Configuration Management, Release and Deployment Management, Capacity Management, Availability Management, Knowledge Management,■ Financial Management for IT services, and IT Service Continuity Management.■ Common Service Operation activities related to Service Operation and Support. | <ul style="list-style-type: none">■ 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, Application Management.■ Service Operations and Support Service Operation roles and responsibilities.■ Technology and Implementation Considerations.■ Challenges, Critical Success Factors and risks. |
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Additional Information:

This course is worth 4 ITIL® Expert Credits

The course is based on the OGC's Best Practice Guidelines in the ITIL® Service Lifecycle books. The books are available from the GK bookshop (<http://www.gkbookshop.co.uk>).

ITIL® is a Registered Trademark of The Office of Government Commerce (OGC).

This course is delivered in partnership with Fox IT - The Authority in IT Service Management™

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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