

ITIL® Service Capability: Operational Support & Analysis

Course Code: IOSA

Duration: 5

Overview

The 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, the 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.

Pre-Requisites

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.

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

The purpose of Service Offerings & Agreement is 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®.

The course provide delegates with practical guidance on the design and implementation of an integrated end-to-end processes based on proven industry best practice guidelines.

The course prepare delegates for the ITIL® Capability examination in Service Offerings & Agreement.

Content

- 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.
- 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.
- 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.

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.

Follow on Courses

Other ITIL® Service Capability courses (5-day)

- PPO - ITIL® Service Capability: Planning, Protect and Optimisation
- RCV - ITIL® Service Capability: Release, Control & Validation
- SOA - ITIL® Service Capability: Service Offerings & Agreements

ITIL® Service Lifecycle courses (3-day)

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

Service Lifecycle Bootcamps (5-day)

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