

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Operational Support & Analysis (OSA)

Contents

- ❖ Introduction to Operational Support & Analysis
- ❖ Event Management
- ❖ Incident Management
- ❖ Request Fulfillment
- ❖ Problem Management
- ❖ Access Management
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- ❖ OSA Roles & Functions
- ❖ Technology & Implementation Considerations
- ❖ Summation & Review

What You'll Learn

- Aligning ITSM with business needs
- Key concepts of the processes involved
- OSA context within the Lifecycle
- How OSA supports:
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management
 - Service Desk

Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Operational Support & Analysis (OSA) Intermediate exam.

Audience

Those individuals or groups who are involved or require a deeper understanding of: OSA; supplying quality IT services; the processes involved, and their improvements

Prerequisite

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Operational Support & Analysis (OSA) Syllabus and its Core Book references



Bag-O-Wolf Corporation

Telephone 678-272-7065

E-Mail: ITILTraining@bayowolf.com

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ITIL® 2011 Edition Courses

ITIL® 2011 Edition Operational Support & Analysis (OSA)

The Operational Planning & Support (OSA) course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition Framework.

ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

Introduction to Operational Support & Analysis (OSA)

- Refresh of ITIL® 2011 Edition
- Review of Service Improvement
- Purpose/Objectives of OSA
- OSA & the Lifecycle
- Optimizing Service Operation Performance

Event Management

Incident Management

Request Fulfillment

Problem Management

Access Management

Each Process will discuss the following:

- Purpose/Objectives
- Scope
- Value to Business
- Policies/Principles & Basic Concepts
- Process Activities
- Methods & Techniques
- Information Management
- CSFs/KPIs
- Challenges & Risks
- Inputs/Outputs

Additionally:

- Rule Sets/Correlation Engines

The Service Desk

- What is Service Desk
- Objectives of Service Desk
- Structures
- Staffing
- Measurements
- Outsourcing Considerations

Common OSA Roles & Functions

- Functions
- Roles of Functions
- OSA Roles

Technology & Implementation

Considerations

- Technology for Process Capabilities
- Evaluation Criteria
- Process Implementation Plan & Implement
- Technologies
- CSFs/KPIs
- Challenges
- Risks

Summation & Review