

# Tytuł szkolenia: ITIL® Operational Support and Analysis

**Kod szkolenia: HF428S**

## Wprowadzenie

This course focus the spotlight on the Service Operation principles and the Event Management, Incident Management, Problem Management, Access Management and Request Fulfillment processes. In support of the main processes, the course details how other processes interact with and enable their effectiveness. Organizing for Service Operation, roles, responsibilities, technology and their considerations are included. The course prepares attendees for the ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate, module that leads to the ITIL Expert Certificate.

## Adresaci szkolenia

- IT Professionals, business managers, business process owners
- Individuals who require a deep understanding of the ITIL Certificate in the Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in event management process, incident management process, request fulfillment process, problem management process, access management process, service desk, technical management, IT operations management and application management, and who wish to enhance their role-based capabilities
- 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

### Prerequisites

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- 2 to 4 years professional experience working in IT service management is highly desirable
- Complete at least 30 contact hours (hours of instruction, excluding breaks, and not including summary review time, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL Service Operation core guidance in preparation for the examination
- 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

## Cel szkolenia

Candidates can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- 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, incident management, request fulfillment, problem management, access management
- 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

## Czas i forma szkolenia

- 35 godzin (5 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

## Plan szkolenia

### **Introduction to operational support and analysis**

- The value to the business of OSA activities
- The lifecycle within the OSA context
- Optimizing service operation performance

### **Event management**

- The event management process inclusive of its design strategy, components, activities and operation including its organizational structure, as well as any interfaces with other processes
- Efficient event management and provision of examples showing how it is used to ensure service quality within OSA
- The benefits and business value that can be gained from event management

### **Incident management**

- The incident management process inclusive of its components, activities and operation including its organizational structure, as well as any interfaces with other processes
- The measurement model and the metrics that would be used to support incident management within OSA practices
- The benefits and business value that can be gained from incident management

### **Request fulfillment**

- The request fulfillment process inclusive of its components, activities and operation including its organizational structure, as well as any interfaces with other processes
- The measurement model and the metrics that would be used to support incident management within OSA practices
- The benefits and business value that can be gained from request fulfillment as related to OSA

### **Problem management**

- The end-to-end process flow for problem management inclusive of problem analysis techniques, error detection, components, activities and operation including its organizational structure, as well as any interfaces with other processes

- A measurement model and the metrics that would be used to support problem management within OSA practices
- The benefits and business value that can be gained from problem management

**Access management**

- The end-to-end process flow for access management process inclusive of components, activities and operation including its organizational structure, as well as any interfaces with other processes
- A measurement model and the metrics that would be used to support access management within OSA practices
- The benefits and business value that can be gained from access management as related to OSA

**The service desk**

- The complete end-to-end process flow for the service desk function inclusive of design strategy, components, activities and operation, as well as any interfaces with other processes or lifecycle phases
- The service desk validation components and activities (e.g. service desk role, organizational structures, challenges, issues safeguards, etc.) and how these test components are used to ensure service quality within OSA
- A measurement model and the metrics that would be used to support the service desk function within OSA practices

**Functions and Roles**

- The end-to-end process flow for OSA functions (i.e. technical management, IT operations management, and applications management) inclusive of design strategy, objectives, components, activities, roles and operation including its organizational structure, as well as any interfaces with other processes
- The roles within each OSA process and generic roles
- The benefits and business value that can be gained from functions as related to OSA

**Technology and implementation considerations**

- Technology requirements for service management tools and where/how they would be used within OSA for process implementation
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies