



To register or for more information call our office **(208) 898-9036** or email register@leapfoxlearning.com

ITIL: OSA Intermediate Operational Support & Analysis 2011 Edition

Duration: 5 Days

Outline

Lesson 1: INTRODUCTION

- Introduction/Housekeeping
- The concept of Service Management as a practice
- Service, its value proposition and composition
- Functions and processes across the lifecycle
- The role of processes in the Service Lifecycle
- How Service Management creates business value
- How Operational Support and Analysis supports the Service Lifecycle

Lesson 2: EVENT MANAGEMENT

- Purpose, goal and objectives
- Scope
- The Value to business and the Service Lifecycle
- Policies, principles and basic concepts
- Triggers, inputs and outputs and process interfaces
- Involvement in Information Management
- Metrics
- Challenges, Critical Success Factors and risks
- How to design for Event Management

Lesson 3: SERVICE DESK

- The Service Desk role & objectives
- Service Desk organizational structures
- Service Desk staffing options
- Service Desk metrics that can be used to measure its effectiveness and efficiency
- Issues and safeguards to consider when outsourcing the Service Desk

Lesson 4: INCIDENT MANAGEMENT

- Purpose, goal, objectives & Scope
- Value to business and to the Service
- Policies, principles and all basic concepts
- Process activities, methods and techniques and how they relate to the Service Lifecycle
- Triggers, inputs and outputs and the process interfaces
- Involvement in Information Management
- Metrics
- The challenges, Critical Success Factors and risks

Lesson 5: PROBLEM MANAGEMENT

- Purpose, goal and objectives
- Scope
- Value to business and Service Lifecycle
- Understanding of the policies, principles and the problem model concept

Process activities, methods and techniques and how they relate to the Service Lifecycle
Triggers, inputs and outputs and the process interfaces
Involvement in Information Management
Metrics
Challenges, Critical Success Factors and risks

Lesson 6: REQUEST FULFILLMENT

Purpose, goal and objectives
Scope
Value to business and to the Service Lifecycle
Policies, principles and the request model concept
Process activities, methods and techniques and how they relate to the Service Lifecycle
Triggers, inputs and outputs and the process interfaces
Involvement in Information Management
Metrics
Challenges, Critical Success Factors and risks

Lesson 7: ACCESS MANAGEMENT

Purpose, goal and objectives
Scope
Value to business and Service Lifecycle
Policies, principles and basic concepts
Process activities, methods and techniques and how they relate with the Service Lifecycle
Triggers, inputs and outputs and the process interfaces
Involvement in Information Management
Metrics
Challenges, Critical Success Factors and risks

Lesson 8: FUNCTIONS

Service Desk Roles, Objectives and Activities
Technical Management Roles, Objectives and Activities
IT Operations Management Roles, Objectives and Activities
Application Management Roles, Objectives and Activities

Lesson 9: TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS

Generic requirements for technology to support process capability
Evaluation criteria for technology and tools for process implementation
Project, risk and staffing practices for process implementation
Challenges, Critical Success Factors and risks
How to plan and implement Service Management technologies

Lesson 10: EXAM PREPARATION

Sample Exams
Feedback
Recap



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