ITIL® Operational Support and Analysis

Duration: 5 days (including exam)

Content

This course will enable participants to:

- Understand the importance of Service Management as a Practice;

- Recognise the importance of Operational Support and Analysis while providing service;

- Appreciate how all processes in Operational Support and Analysis interact with other Service Lifecycle Processes;

- Identify the processes, activities, methods and functions used in each of the Operational Support and Analysis processes;

- Identify the Service Operations and Operational Support roles and responsibilities;

- Explain how to measure Operational Support and Analysis;

- Understand the technology and implementation considerations surrounding Operational Support and Analysis and the associated Challenges and Risks.

The ITIL® Intermediate Certificate in Operational Support and Analysis forms part of the Capability series of Intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL® Service Management Expert qualification. It will give candidates a deep level of understanding of the operational support processes and roles across the Service Lifecycle.

This course will enable delegates with a Foundation-level knowledge of IT Service Management to apply good practice across the Service lifecycle in processes pertaining to Operational Support and Analysis. The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL® Intermediate examination in Operational Support and Analysis worth 4 credits.

Topics covered in the course include:

1. Operational Support and Analysis in the Context of the Service Lifecycle:
   - Service Management as a Practice
   - What is Service?
   - Service Management and Business Value
   - Processes in the Service Lifecycle
   - Service Operation Fundamentals

2. Event Management:
   - Goal, Objectives and Scope
   - Key Concepts and Activities
   - Event Management and Information Management
   - Key Metrics

3. Incident Management:
   - Goal, Objectives and Scope
   - Key Concepts and Activities
   - Incident Management and Information Management
   - Key Metrics

4. Request Fulfillment:
   - Goal, Objectives and Scope
   - Key Concepts and Activities
   - Request Fulfillment and Information Management
   - Key Metrics

5. Problem Management:
   - Goal, Objectives and Scope
   - Key Concepts and Activities
   - Problem Management and Information Management
   - Key Metrics

6. Access Management:
   - Goal, Objectives and Scope
   - Key Concepts and Activities
   - Access Management and Information Management
   - Key Metrics

7. Service Desk:
   Role and objectives
   Service Desk Structures and Staffing Options
   Outsourcing Considerations
   Key Metrics

8. Technical Management:
   Role, Objectives and Activities
   Organisation Structures
   Metrics and Documentation

9. IT Operations Management:
   Role, Objectives and Activities
   Organisation Structures
   Metrics and Documentation

10. Application Management:
    Role, Objectives, Principles and Activities
    Lifecycle and Organisation
    Roles and Responsibilities
    Metrics and Documentation

11. Service Operation Roles, Responsibilities and Organisation Structures

12. Technology and Implementation Considerations

13. Challenges, CSFs and Risks

Target participants

This course is aimed at individuals who have attained the ITIL® Foundation certificate in Service Management and who wish to advance to higher level ITIL® certifications. It will benefit delegates who require a deep understanding of Operational Support and Analysis processes and how they may be used to enhance the quality of IT service support.

Individuals who may find this course of interest include IT professionals that are working within an organisation that has adopted and adapted ITIL® and who need to be informed about and contribute to a service improvement programme, as well as operational staff involved in Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management, and who wish to enhance their role-based capabilities.

Before attending this course

Our examination provider, ISEB, requires that you bring with you to the course your ITIL® Foundation certificate number. It is imperative that you do so, as you will not be eligible to take the exam at the end of the course if you do not produce your certificate number. If you took your ITIL® Foundation exam with ISEB and cannot locate your certificate or number, you can call them on 01793 417419 to obtain your number. If you took your ITIL® Foundation exam with another examining body (e.g. EXIN), then please scan and email a copy of the certificate to your training booker.

Pre-work

Delegates are required to undertake preliminary study using FGI's electronic pre-course documents.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 12 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

ITIL® is a registered trade mark of the Cabinet Office

Course Cost - £1299.00

Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email **info@unicom.co.uk** .