

# ITIL® V3 Operational Support and Analysis (OSA) Certification Program - 5 Days

## Program Overview

The ITIL® Intermediate Qualification: Operational Support and Analysis (OSA) Certificate, although a stand alone qualification, yet is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate.

The ITIL® Certificate in Operation Support Analysis is intended to enable the course participants to apply the ITIL® best practices during the Service Management Lifecycle.

## Duration

This program is offered over a 5-day period and includes approximately 35 hours of student-instructor interaction; a 1.5 hours formal certification exam on the afternoon of the fifth day, or the following week. The Minimum number of students per session is 6 where the maximum is 12.

The course approach combines theoretical and hands-on knowledge transfer, including individual and group practical exercises.

- ➔ Note: The success in achieving this certification is highly dependent upon participants' effort in doing their homework, and self-study before and during the program. Therefore, it is highly recommended that:
  - ➔ The exam is scheduled one week to maximum two weeks after the training to allow sufficient time for preparation.
  - ➔ Course participants purchase the appropriate OGC publication to complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL® Service Management Practice core guidance.

## Delivery Methods

- Instructor led Classroom based
- Virtual Web based

## Audience

The target group of the ITIL® Expert Qualification Operational Support and Analysis (OSA) is:

- Individuals who require a deep understanding of ITSM/ITIL® Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization

- IT professionals that are working within an organization that has adopted and adapted ITIL® who need to 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
- This may include but is not limited to, IT professionals, business managers and business process owners.

## Prerequisites

- Individuals who have attained and have a proof of one of the following certifications:
  - V3 ITIL® Foundation certificate in Service Management; OR
  - V2 Foundation plus the V3 Foundation Bridge certificate;

It is also strongly recommended that course participants:

- Possess 2 to 4 years professional experience working in IT Service Management
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
  - Event Management Process
  - Incident Management Process
  - Request Fulfillment Process
  - Problem Management Process
  - Access Management Process
  - Service Desk
  - Technical Management
  - IT Operations Management
  - Application Management

## Content and Objectives

Through a series of lectures designed at achieving a clear understanding of the ITIL® Best Practice lifecycle approach and through various exercises, assignments and discussions, participants will gain the necessary knowledge enabling them to capture:

- Service Management as a Practice
- Service Operation Principals
- The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
- Specific emphasis on the Service Operation Lifecycle processes and roles included in:
  - 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 Fulfillment 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
  - Service Asset and Configuration Management
  - Release and Deployment Management
  - Capacity Management
  - Availability Management
  - Knowledge Management
  - Financial Management for IT Services, and
  - IT Service Continuity Management
- 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 and Application Management
- Service Operations and Support Service Operation roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

***The program will cover the following modules:***

### ***Introduction***

This module introduces the candidate to the concepts and terminology of the Service Lifecycle and the role of OSA within the Lifecycle, where the course participants will have the ability to capture, understand and describe:

- the concept of Service Management as a practice
- the concept of Service, its value proposition and composition
- the functions and process across the Lifecycle
- the role of Processes in the Service Lifecycle
- how Service Management creates business value
- how the processes within the Service Offerings and Agreement curriculum supports the Service Lifecycle

### ***Event Management***

This module covers the Event Management process and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:.

- the purpose, goal and objectives of the Event Management process
- the scope of the process
- the value to business and to the Service Lifecycle
- the policies, principles and basic concepts
- the process activities, methods and techniques that enable this process and how it relates to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Event Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Event Management process
- the challenges, Critical Success Factors and risks associated with the Event Management process
- how to design for Event Management

### ***Incident Management***

This module covers the Incident Management process and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Incident Management process
- the scope of the process
- the value to business and to the Service Lifecycle
- the policies, principles and all basic concepts
- the process activities, methods and techniques and how they relate to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Incident Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Incident Management process
- the challenges, Critical Success Factors and risks associated with the Incident Management process.

### ***Request Fulfillment***

This module covers the Request Fulfillment process and how it contributes to Service Operation and Analysis where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Request Fulfillment process
- the scope of the process
- the value to business and to the Service Lifecycle
- the policies, principles and the request model concept
  
- the process activities, methods and techniques and how they relate to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Request Fulfillment involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Request Fulfillment process
- the challenges, Critical Success Factors and risks associated with the Request Fulfillment process

### ***Problem Management***

This module covers the Problem Management process and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Problem Management process
- the scope of the process
- the value to business and Service Lifecycle
- understanding of the policies, principles and the problem model concept
- the process activities, methods and techniques and how they relate to the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Problem Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Problem Management process
- the challenges, Critical Success Factors and risks associated with the Problem Management process

### ***Access Management***

This module covers Access Management and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the purpose, goal and objectives of the Access Management process
- the scope of the process
- the value to business and Service Lifecycle

- the policies, principles and basic concepts
- the process activities, methods and techniques and how they relate with the Service Lifecycle
- the triggers, inputs and outputs and the process interfaces
- the Access Management involvement in Information Management
- how metrics can be used to check effectiveness and efficiency of the Access Management process
- the challenges, Critical Success Factors and risks associated with the Access Management process.

### ***Service Desk***

This module covers the Service Desk and how it contributes to Service Operation and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the Service Desk role
- the Service Desk objectives
- the different Service Desk organizational structures
- the different Service Desk staffing options
- the different Service Desk metrics that can be used to measure its effectiveness and efficiency
- the issues and safeguards to consider when Outsourcing the Service Desk

### ***Functions***

- This module covers the Service Operation Functions of Technical Management, IT Operations Management, and Applications Management and how they contribute to Operational Support and Analysis, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:
- the roles of each function, their objectives and activities

### ***Technology and Implementation considerations***

This module covers technology implementation as part of implementing service management process capabilities. It also covers the special technology functions and features that are related to Service Operation and Analysis practices, where the candidates will be able to understand, describe, identify, demonstrate, apply, distinguish, produce, decide or analyze:

- the generic requirements for technology to support process capability
- the evaluation criteria for technology and tools for process implementation
- the project, risk and staffing practices for process implementation
- the challenges, Critical Success Factors and risks related to implementing practices and processes
- how to plan and implement Service Management technologies

### ***Summary, Exam Preparation and Directed Studies***

This module summarizes the material covered in the previous modules and prepares candidates for the examination through the review and practice of a mock examination. The Examination is comprised of eight (8) multiple choice, scenario-based, gradient scored questions. The standard duration of the exam is Maximum 90 minutes.

### **Program Material**

This training program includes the following as reference documentation:

- Program slide presentation
- ITIL® V3 acronyms and glossary
- Sample examination questions and answers

### **Simulation and practical application**

We provide the students with real life experiences; we use the client organization as “Case study” example for the purpose of discussion to show the value of using best practice. We integrate group exercises and sample exam questions to simulate and practice the subject matter