

ITIL® Service Capability: Operational Support and Analysis (1212)

Price: \$2,995

Gain practical experience executing processes within ITIL Operational Support and Analysis.

This course immerses you in the practical aspects of the ITIL Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course uses an engaging case study-based approach to learning the core disciplines of ITIL best practices, and it positions you to successfully complete the associated exam. The exam will be offered on the last day of the course at 1:00 pm.

The main process and function focus areas of this course include:

- Event Management Process
- Incident Management Process
- Request Fulfillment Process
- Problem Management Process
- Access Management Process
- Service Desk, Technical Management
- IT Operations Management
- Application Management

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

What You'll Learn

- Importance of Service Management as a practice concept and Operational Support and Analysis principals, purpose, and objective
- The importance of ITIL Operational Support and Analysis while providing service
- How all processes in ITIL Operational Support and Analysis interact with other Service Lifecycle Processes
- Processes, activities, methods, and functions used in each of the ITIL Operational Support and Analysis processes
- How to use the ITIL Operational Support and Analysis processes, activities, and functions to achieve operational excellence
- How to measure ITIL Operational Support and Analysis
- Importance of IT Security and its contributions to ITIL Operational Support and Analysis
- Technology and implementation considerations surrounding ITIL Operational Support and Analysis challenges, critical success factors, and risks associated with ITIL Operational Support and Analysis

Who Needs to Attend

- IT operations, technical, or IT management personnel requiring more information about ITIL best practices
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Prerequisites

- ITIL Foundation Certification (required)
- Two to four years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL publication Service Operation (2011 Edition, ISBN 9780113313075) and complete at least 12 hours of personal study

Follow-On Courses

- ITIL® Service Lifecycle: Service Operation
- ITIL® Service Capability: Service Offerings and Agreements
- ITIL® Service Capability: Release, Control, and Validation

Certification Programs and Certificate Tracks

This course is part of the following programs or tracks:

- ITIL® Certifications

Course Outline

1. Introduction and Service Management as a Practice

- Good Practice in IT Service Management
- Service Management and Services
- Functions
- The Purpose of the Service Lifecycle
- Operational Support and Analysis
- Interfaces to Other Service Management Lifecycle Stages
- Generic Roles in Service Management

2. Event Management

- Purposes, Goals, and Objectives
- Event Management Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Event Management Triggers
- Inputs, Outputs, and Inter-Process Interfaces
- Information Management
- Metrics and Measurement
- Challenges, Critical Success Factors, and Risks
- Designing for Event Management
- Event Management Roles

3. Incident Management

- Purposes, Goals, and Objectives
- Incident Management Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, and Outputs
- Interfaces with Other Processes
- Information Management
- Incident Management Metrics

- The Contribution of CSI to Incident Management Metrics
- Challenges
- Critical Success Factors and Risks
- Incident Management Roles

4. Problem Management

- Purposes, Goals, and Objectives of Problem Management
- Problem Management Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Problem Management Process
- Triggers, Inputs, Outputs, and Inter-Process Interfaces
- Information Management
- Measurement and Metrics in Problem Management
- Challenges, Critical Success Factors, and Risks
- Problem Management Roles

5. Access Management

- Purposes, Goals, and Objectives of Access Management
- Access Management Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Inter-Process Interfaces
- Information Management
- Access Management Metrics
- Challenges, Critical Success Factors, and Risks
- Access Management Roles

6. Request Fulfillment

- Purposes, Goals, and Objectives
- Request Fulfillment Scope
- Value to the Business
- Policies, Principles, and Basic Concepts
- Process Activities, Methods, and Techniques
- Triggers, Inputs, Outputs, and Inter-Process Interfaces
- Information Management
- Request Fulfillment Metrics
- Challenges, Critical Success Factors, and Risks
- Request Fulfillment Roles

7. Functions

- Functions in Service Operations
- Technical Management
- IT Operations Management
- Application Management

8. Service Desk

- Roles of the Service Desk
- Service Desk Objective
- Service Desk Organizational Structures and Considerations
- Staffing the Service Desk
- Service Desk Metrics
- Outsourcing the Service Desk

9. Technology Considerations

- Generic Requirements for ITSM Technology
- Evaluating Service Management Technology
- Benefits of Project Management in Service Operations
- Assessing and Managing Risk in Service Operation
- Supportability of Services
- Challenges, Risks, and Critical Success Factors
- Planning and Implementing Service Management Technologies

10. Exam Preparation/Mock Exam

11. Exam