



SAS

SAS MANAGEMENT TRAINING



TRAINING ORGANIZATION ACCREDITED BY

PEOPLECERT ON BEHALF OF AXELOS

ITIL Capability - Operational Support and Analysis

Overview

ITIL Intermediate certification - Operational Support and Analysis (OSA) course focuses on the practical application of OSA practices in order to enable event, incident, problem, access, technical, IT Operations and application management, request fulfilment and Service Desk operations.

The ITIL Operation Support and Analysis Certificate has become the IT industry's de-facto intermediate professional qualification in the field of IT Service Management. This course will provide you with a good understanding of the Operational Support and Analysis principles, its processes and other aspects within the capability stream. Our course has been fully accredited by EXIN, who are licensed by AXELOS as an Examination Institute for IT Service Management

Who is the course designed for?

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission. Candidates who hold earlier ITIL (V2) Foundation plus Foundation Bridge, or ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes), and similar evidence will be required.

Target Audience

The target group of the ITIL Intermediate Qualification: Operational Support and Analysis Certificate includes, but is not restricted to:

- 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 organisation
- IT professionals who are working within an organisation which has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme
- Operational staff involved in event management process, incident management process, request fulfilment 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





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Course Outline

Module 01 - Course Introduction

Lesson: Course Organization

- Welcome to the Course! * Mentoring Community Introductions * Why Are You Here? * Using Bloom's Taxonomy * What do you Expect? * Housekeeping in the Online Classroom

Lesson: Course Conventions & Agenda

- * Conventions Used * Quizzes & Exercises * ITIL Qualification Scheme * ITIL Capability Exam * Getting Started in an Online Classroom * Module 01 Review

Module 02 - Introduction to Operational Support & Analysis

Lesson: Service Operation

- SO & the Service Lifecycle * Managing Across the Lifecycle * Purpose, Goals & Objectives of Service Operation * Scope of Service Operation * Value of Service Operation

Lesson: Principles of OSA

- * Fundamentals of Service Operation * The Principle of Service Operation * Achieving Balance in Service Operation * Balancing Stability & Responsiveness
- * Balancing QoS & CoS * Balancing Reactive & Proactive
- * Providing Service

Module 03 - Service Operation Processes

Lesson: Event Management

- * The Service Operation Model * The Processes of Service Operation * Introduction

- * Purpose, Goals & Objectives * Scope * Value to the Business* Concepts * Activities of Event Management * Event Occurrence & Notification * Event Detection & Filtering * Event Significance & Correlation * Event Response Trigger & Selection * Event Review & Closure * Designing for Event Management * Instrumentation * Error Messaging * Event Detection & Alert Mechanisms * Identification of Thresholds * Triggers, Inputs & Outputs * Process Relationships * Information * Critical Success Factors * Challenges & Risks * Summary

Lesson: Access Management

- * Introduction * Purpose, Goals & Objectives * Scope * Concepts * Value to the Business * Activities of Access Management * Access Request * Access Verification * Provide Rights * Monitor Identity Status * Log & Track Access * Remove or Restrict Rights * Triggers, Inputs & Outputs * Relationships * Information * Critical Success Factors * Challenges & Risks * Summary

Lesson: Operational Activities of Other Lifecycle Processes

- * Introduction * Change Management * Service Asset & Configuration Management * Release & Deployment Management * Knowledge Management * Capacity Management * Availability Management * IT Service Continuity Management * Financial Management * Service Operation Processes Summary * Checkpoint * Module 03 Review





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Module 04 - OSA Common Activities

Lesson: Common Activities

* Introduction * OSA Common Activities * Monitoring & Control * Control Loop

Lesson: OSA's Common Activities

* IT Operations * Mainframe Management * Server Management & Support * Network Management * Storage & Archive * Database Management * Directory Services Management * Desktop Support * Middleware Management * Internet/Web Management * Facilities & Datacenter Management * Data Center Strategies * IT Security Management * Improvement of Operational Activities

Lesson: Common Activities Summary

* Common Activities Summary * Checkpoint * Module 04 Review

Module 05 - Service Operation Functions

Lesson: Service Desk Function

* Introduction to Service Operation Functions * Introduction to Service Desk * Service Desk * Service Desk – Role * Service Desk – Objectives * Service Desk – Organizational Structures * Outsourcing Issues * Service Desk – Staffing * Service Desk – Metrics

Lesson: Technology Considerations

* Technology Considerations * Service Management Tools * Generic Technology Considerations * Tool Evaluation Criteria * Event Management Desired Features * Incident Management Desired Features * Request Fulfillment Desired Features * Problem Management Desired Features * Access Management Desired Features * Service Desk Desired Features

Lesson: Implementing OSA

* Implementation * Managing Change * Project Management * Assessing & Managing Risk * Involvement in Design & Transition * Planning & Implementing Technology * Challenges, CSFs & Risks * Challenges * Critical Success Factors * Risks

Lesson: Organize & Implement Summary

* Organize & Implement Summary * Checkpoint * Module 06 Review * Course Closure

Course Duration : 5 days

Methodology : Lecture, Audio, Video, Group Discussion, Case Study, Games

Benefit to Train with SAS Management Sdn Bhd

All our delegates will be an automatic member of ITWNET International. With this paid membership, the delegates will be able to enjoy all the benefit which is available via the ITWNET portal and get access to the global community to obtain resources and embark on new best practices. More info : www.ITWNET.com



ITWNET The Global IT Professionals Community



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