Operational, Support & Analysis

ITIL® Capability – Operational, Support & Analysis

Leading to the ITIL Intermediate Certificate: Operational, Support & Analysis
Duration: 4 Days
Pre-Requisites: Foundation Certificate in IT Service Management
Delivery Methods: Classroom / Self Paced On-line / Instructor Led On-line

Introduction

With increased complexity and the pace of business change it is imperative to have control of IT in order to effectively support an organisation's services, especially through day to day IT operations. The key to an effective support function is a combination of the right people using the right technologies and the adoption of best practice processes to underpin them.

This course will show how, through the core activities of monitoring events; fulfilling requests; granting access rights; and minimising the adverse effects of incidents and problems on the business, IT can demonstrate its value as a service provider to the business by meeting defined and agreed service levels and targets.

Who Should Attend?

This course is suitable for IT professionals involved with the IT support functions. Appropriate both for those who require an in-depth understanding of the OSA processes and how they may be used to enhance the quality of IT service support within an organisation, and also for those who need an understanding of how this can contribute to an overall service improvement program.

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What knowledge will you gain?

Through attendance on this course we will give you the knowledge to enable you to:

- Understand the importance of, and implementation considerations for the Operational Support & Analysis processes
- Be able to explain the Critical Success Factors, Challenges and Risks associated with the OSA processes
- Be able to apply your understanding of processes, activities, methods and functions used in OSA to help achieve operational excellence in your environment
- Analyse your existing working practices and identify potential opportunities for improvement
- Demonstrate how it is possible to collectively contribute to meeting defined service levels or targets through the proper use of measurement techniques and frameworks

How can you translate that knowledge into results

Understanding the key principles of Operational, Support & Analysis will help you to deliver maximum value to your organisation by mastering key ITIL processes that enable you to minimise downtime – increasing productivity and keep the business running as smoothly and efficiently as possible. You will be able to:

- Create an enterprise IT priority model covering incidents, problems and changes which will better support your customer's service level agreements
- Effectively identify and reduce the impact of incidents within your production environment which will improve the positive perception of the service you deliver to your customers
- Increase availability and improve operational stability by reducing the mean time to restore by up to 80% for Major Incidents which will enable your customers to be more efficient and productive
- Reduce the cost of handling incidents through streamlined escalation policies and procedures which will reduce the overall cost of delivering IT services
- Clearly define roles and responsibilities for the Service Desk and other Support personnel which will improve the effectiveness of the IT Support function as a whole thereby making IT Services easier to interact with from a customer's perspective
- Streamline the provisioning processes of Request Fulfillment and Access Management which will improve user satisfaction and reduce costs
- Service Management as a practice and how it creates business value for the business
- In-depth review of ITIL's primary OSA processes, and their associated activities, roles, responsibilities, challenges, risks and critical success factors, including
- Incident Management: The process that has the objective of restoring services back to normal operations as soon as possible, according to agreed service levels
- Problem Management: The process that focuses on the prevention of problems and the elimination of recurring Incidents

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- Request Fulfillment: The process that manages the fulfillment of requests for services, with a goal of 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
- Event Management: The process that defines the management of activities related to any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service
- Access Management: The process that grants authorised users the right to use a service, and managing those rights to prevent access to non-authorised users
- In-depth review of ITIL's primary OSA-related functions: IT Operations Management; Technical Management; Application Management; Service Desk
- Operational activities of processes covered in other Service Lifecycle phases, such as Change, Configuration, Release and Deployment, Capacity, Availability, Knowledge, Financial, and IT Service Continuity Management
- Technology and implementation considerations for OSA processes and functions

Next Steps & Related Information
- If acquiring role and process specific knowledge is your key objective this may be the only course you need to attend, however you may wish to consider other Intermediate level courses which study in detail the other processes which OSA interfaces with for service provision
- Within the ITIL qualification scheme you need to achieve 22 credits to attain ITIL Expert status. Talk to us for advice on which of the other Intermediate courses may be appropriate for you, or to understand how to best achieve ITIL Expert status

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