

Hands-on course , 5
day(s)
Ref : ITA

Participants

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate) and want to progress into the cycle of ITIL® certification.

Pre-requisites

Candidates must submit BEFORE the start of their training certificate ITIL® Foundation (V3 Foundation or V2 Foundation plus Bridge).

Next sessions

ITIL® V3 Course Capability OSA

OBJECTIVES

This training will enable you to acquire skills on the practice of IT Service Management, Principles of the Service Operation Lifecycle, the process "Operational Support & Analysis", processes and roles of the Service Operation Lifecycle. The certification is included in the course.

1) Introduction

2) Event Management

3) Incident Management

4) Problem Management

5) Technology and implementation considerations

6) Request Fulfilment

7) Access Management

8) The Service Desk

1) Introduction

- The importance of the OSA in the service lifecycle.

2) Event Management

- Mission, goals and objectives of this process.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.

3) Incident Management

- Mission, goals and objectives of this process.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.

4) Problem Management

- Mission, goals and objectives of this process.
- The value to business and to the service lifecycle.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.

5) Technology and implementation considerations

- List of generic requirements for technology to support process capability.
- The challenges, risk and CSFs related to implementing practices and processes.
- Plan and implement service management technologies.

6) Request Fulfilment

- Mission, goals and objectives of this process.
- The concept of the Request Model.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.

7) Access Management

- Mission, goals and objectives of this process.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.

8) The Service Desk

- The service desk role.
- Different service desk organizational structures.
- Measuring service desk performance.
- Issues and safeguards to consider when outsourcing the service desk.