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Lifecycle processes * The activities, methods and functions used in each of the Operational Support and Analysis processes * The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence * How to measure Operational Support and Analysis performance * The importance of IT Security and how it supports Operational Support and Analysis * Understanding technology and implementation requirements in support of Operational Support and Analysis * The challenges, critical success factors and risks related with Operational Support and Analysis As well as preparing participants for the exam. Pre-requisites: ITIL Foundation Certificate in IT Service Management. It is highly recommended that you read the Operational Support and

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step guide to getting to ITIL v3 OSA. This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis. The focus is on effectively monitoring events, and responding to user requests, minimizing the impact of incidents, and identifying and proactively resolving underlying problems. This book covers practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL OSA areas: Change Management, Event Management, Incident Management, Request Management, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application

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- Service Operation Principals
- The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
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 - Incident Management which has the capability to bring services

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back to normal operations as soon as possible, according to agreed service levels

- Request Fulfilment 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
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- Service Asset and Configuration Management
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and Deployment Management
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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
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records/tickets. øSuggested criteria for implementing Operational Support and Analysis (OSA) processes.

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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
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- * Understanding Service Management as a Practice, Service Operation principles, purpose and objective
- * Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- * The activities, methods and functions used in each of the Operational Support and Analysis processes
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processes, activities and functions to achieve operational excellence * How to measure Operational Support and Analysis performance * The importance of IT Security and how it supports Operational Support and Analysis * Understanding technology and implementation requirements in support of Operational Support and Analysis * The challenges, critical success factors and risks related with Operational Support and Analysis As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program. Delivery: The program combines short presentations

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