

## Course 688 – ITIL® Operational Support and Analysis

Duration: 5 days

### Course Benefits

You get a deeper understanding of the part of the ITIL framework related to the enforcement of IT service operation. This course is designed for individuals who require a deep understanding of Operational Support and Analysis functions and processes and how they may be used to enhance the quality of IT service support within an organisation. These will include:

- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

### Exam

The examination is closed book and made up of multiple choice questions based on a scenario. Students will be allowed 120 minutes to answer the questions. You need at least 70% (28/40 points) to pass.

### Prerequisites

Candidates wishing to be trained and pass the exam for this qualification must already hold the ITIL Foundation Certificate.



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### Who Should Attend

This course is designed for individuals who require a deep understanding of Operational Support and Analysis functions and processes and how they may be used to enhance the quality of IT service support within an organisation.

### Course Content

#### The value to the business of OSA activities

- How OSA activities support the service lifecycle
- Optimizing service operation performance
- How the processes in OSA interact with other service lifecycle processes
- How to use the OSA processes, activities and functions to achieve operational excellence
- How to measure OSA
- The importance of IT security and its contributions to OSA
- Understanding the technology and implementation considerations surrounding OSA



### **The challenges, critical success factors (CSFs) and risks associated with OSA**

- Specific emphasis on the service operation lifecycle processes and roles included in:
- Event management, which defines any detectable or discernible occurrence that has significance for the management of the IT infrastructure or the delivery of an IT service
- Incident management, which has the capability to bring services back to normal operations as soon as possible and 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
- Problem management, which prevents problems and resulting incidents from happening, eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented
- Access management, which grants authorized users the right to use a service while preventing access to non-authorized users.

### **Operational activities of processes covered in other lifecycle stages**

- Change management
- Service asset and configuration management
- Release and deployment management
- Capacity management
- Availability management
- Knowledge management
- Financial management for IT services
- IT service continuity management.

### **About ActiveLearning, Inc.**

**ActiveLearning** is the Philippines' leading provider of Information Technology and Project Management education, where thousands of students take courses from Application Development to Project Management to Network Security, and much more. Our courses are taught by expert instructors, and learning is enhanced through a blend of in-depth lectures, workshops, and hands-on exercises.