

# ITIL: Operational Support & Analysis (OSA) – (Revision 1.6)

## Course Overview

This program leads to a Certificate in ITIL Service Capability Management - Operational Support and Analysis. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Operational Support and Analysis subject areas are Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management.

## Course Outline

<b><u>Course Introduction</u></b>	<b>4m</b>
Course Introduction	
<b><u>Chapter 01 - Course Introduction</u></b>	<b>13m</b>
<b>Lesson: Course Organization</b>	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What do you Expect?	
Housekeeping in the Online Classroom	
<b>Lesson: Course Conventions &amp; Agenda</b>	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Capability Exam	
Getting Started in an Online Classroom	
Chapter 01 Review	
<b><u>Chapter 02 - Introduction to Operational Support &amp; Analysis</u></b>	<b>32m</b>
<b>Lesson: Service Operation</b>	
SO & the Service Lifecycle	
Managing Across the Lifecycle	
Purpose, Goals & Objectives of Service Operation	
Scope of Service Operation	
Value of Service Operation	
<b>Lesson: Principles of OSA</b>	
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  
SO & Other Lifecycle Stages  
**Lesson: OSA Summary**  
OSA Summary  
Checkpoint  
Chapter 02 Review

**Chapter 03 - Service Operation Processes**

**3hr 3m**

**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: Incident Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities of Incident Management  
Incident Logging  
Incident Categorization  
Categorization  
Incident Priority  
Incident Escalation  
Incident Diagnosis  
Incident Resolution & Recovery  
Incident Closure

Expanded Incident Lifecycle  
Incident Management – Roles  
Triggers, Inputs & Outputs  
Process Relationships  
Information  
Critical Success Factors  
Challenges & Risk  
Summary

**Lesson: Request Fulfillment**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities of Request Fulfillment  
Menu Selection  
Financial Approval  
Other Approval  
Fulfillment  
Closure  
Triggers, Inputs & Outputs  
Process Relationships  
Information  
Critical Success Factors  
Challenges & Risks  
Summary

**Lesson: Problem Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Concepts  
Value to the Business  
Activities of Problem Management  
Managing the Problem  
Problem Detection  
Problem Logging  
Problem Categorization  
Problem Prioritization  
Problem Investigation & Diagnosis  
Workarounds  
Raising a Known Error Record  
Problem Resolution  
Problem Closure  
Major Problem Review  
Development Errors  
Problem Analysis Techniques  
Managing the Known Error  
Triggers, Inputs & Outputs  
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

Lesson: Service Operation Processes Summary

Service Operation Process Summary

Checkpoint

Chapter 03 Review

**Chapter 04 - OSA Common Activities**

27m

**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  
Chapter 04 Review

## **Chapter 05 - Service Operation Functions**

48m

### **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: Technical Management Function**

Introduction to Technical Management  
Technical Management  
Technical Management – Role  
Technical Management – Objectives  
Generic Technical Management Activities  
Technical Management – Organizational Structures  
Technical Management – Design, Maintenance & Support  
Technical Management – Metrics  
Technical Management - Documentation

### **Lesson: IT Operations Management**

Introduction to IT Service Operations Management  
IT Operations  
IT Operations – Role  
IT Operations – Objectives  
IT Operations – Organizational Structures  
IT Operations – Metrics  
Operations Management - Documentation

### **Lesson: Application Management Function**

Introduction to Application Management  
Application Management  
Application Management – Role  
Application Management – Objectives  
Application Management - Principles  
Application Lifecycle  
Application Management – Generic Activities

Application Management – Organizational Structures  
Application Management – Roles & Responsibilities  
Application Management – Metrics  
Application Management – Documentation  
**Lesson: Service Operation Functions Summary**  
Service Operation Functions Summary  
Checkpoint  
Chapter 05 Review

## **Chapter 06 - Organize & Implement**

**1hr 3m**

### **Lesson: Organizational Structures**

Organizational Structures  
Specialization Based Structures  
Activity Based Structures  
Process Based Structures  
Geography Based Structures  
Hybrid Structures

### **Lesson: Roles & Responsibilities**

Introduction  
Generic Roles  
Service Owner  
Process Owner  
Process Manager  
Process Practitioner  
OSA - Roles  
Service Desk  
Technical Management  
IT Operations  
Application Management  
Event Management  
Incident Management  
Request Fulfillment  
Problem Management  
Access Management

### **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  
Chapter 06 Review  
Course Closure

**Total Duration: 6hrs 9m**