ITIL® SERVICE CAPABILITY: OPERATIONAL SUPPORT AND ANALYSIS
Course Code: 2727

Gain practical experience planning and executing processes within ITIL® operational support and analysis.

AXELOS has confirmed Global Knowledge was the leading provider of certified ITIL training and exams in 2017 across their 1,500 global partners.

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the operational support and analysis of services and service delivery. You will cover the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm for classroom students. Virtual students will receive a voucher for a webcam proctored exam which they can schedule at their convenience. Beginning on March 5th, 2018, students will receive their course materials through a link in their MyGK account. This is a BYOD course. Students can download their course materials and view them on a tablet/iPad or a PC/Mac.

The main process and function focus areas of this course include:

- Event management process
- Incident management process
- Request fulfillment process
- Problem management process
- Access management process

The organizational functions focused on in this course include:

- Service desk
- Technical management
• IT operations management
• Application management

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

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Certification:
• ITIL Intermediate Qualification: Operational Support and Analysis Certificate

What You'll Learn
• Importance of service management as a practice concept and operational support and analysis principals, purpose, and objective
• Importance of ITIL operational support and analysis while providing service
• Processes in ITIL operational support and analysis interact with other service lifecycle processes
• Processes, activities, methods, and functions used in each of the ITIL operational support and analysis processes
• How to use the ITIL operational support and analysis processes, activities, and functions to achieve operational excellence
• How to measure ITIL operational support and analysis
• Importance of IT security and its contributions to ITIL operational support and analysis
• Technology and implementation considerations surrounding ITIL operational support and analysis challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks

Who Needs to Attend
• IT operations, technical, or IT management personnel requiring more information about ITIL best practices
• Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Prerequisites
• ITIL Foundation Certification (v3 or newer) required
• Two to four years of relevant work experience
• To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publication Service Operation (2011 Edition, ISBN 9780113313075) and complete at least 12 hours of personal study
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Classroom Live Outline

1. Service Operation Practices
   - Business Value of Operational Support and Analysis
   - Scope of Operational Support and Analysis Processes and Functions
   - How Operational Support and Analysis Activities Support the Service Lifecycle
   - Optimizing Service Operation Performance

2. Event Management Process
   - Purpose, Objectives, and Scope
   - Business Value
   - Policies, Principles, and Basic Concepts
   - Process Activities, Methods, and Techniques
   - Triggers, Inputs, and Outputs
   - CSFs and KPIs
   - Information Management within the Event Management Process
   - Challenges and Risks

3. Incident Management Process
   - Purpose, Objectives, and Scope
   - Business Value
   - Policies, Principles, and Basic Concepts
   - Process Activities, Methods, and Techniques
   - Triggers, Inputs, and Outputs
   - CSFs and KPIs
   - Information Management within the Incident Management Process
   - Challenges and Risks

4. Problem Management Process
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• CSFs and KPIs
• Information Management within the Problem Management Process
• Challenges and Risks

5. Request Fulfillment Process
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• CSFs and KPIs
• Information Management within the Request Fulfillment Process
• Challenges and Risks

6. Access Management Process
• Purpose, Objectives, and Scope
• Business Value
• Policies, Principles, and Basic Concepts
• Process Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• CSFs and KPIs
• Information Management within the Access Management Process
• Challenges and Risks

7. Service Desk Function
• Service Desk Role
• Objectives
• Different Service Desk Organizational Structures
• Service Desk Staffing Considerations
• Measuring Service Desk Performance
• Issues and Safeguards to Consider When Outsourcing the Service Desk

8. Common Operational Support and Analysis Functions
• Role, Objectives, and Activities of Technical Management, IT Operations Management, and Applications Management Functions

9. Improving Operational Support and Analysis
• Relationship Between Business Goals and Metrics to Measure Operational Performance
• Service and Process Measurement Frameworks
• Rules and Policies for Creating a Successful Reporting Framework
• How Operational Support and Analysis Practices Support Continual Service Improvement
10. Technology and Implementation Considerations
   • Generic Technology Requirements
   • Evaluation Criteria for Technology and Tools for Process Implementation
   • Project, Risk, and Staffing Practices for Process Implementation
   • Challenges, Risks, and CSFs for Implementing Practices and Processes
   • Planning and Implementing Service Management Technologies

11. Exam Preparation/Mock Exam

12. Exam
Virtual Classroom Live Outline

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   Nov 9 - 13, 2020 | 8:30 AM - 5:30 PM EST
   Dec 7 - 11, 2020 | 8:30 AM - 5:30 PM EST
   Feb 8 - 12, 2021 | 8:30 AM - 5:30 PM EST
   Mar 8 - 12, 2021 | 8:30 AM - 5:30 PM EST
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PRIVATE GROUP TRAINING 5 days

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