

ITIL v3 Intermediate Capability Module Operational Support & Analysis

Days of Training: 5

Overview

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

Prerequisites

ITIL v3 Foundation

Learning Objectives

At the end of this course, you will learn:

- The concept of Service Management as a practice
- The role of processes in the Lifecycle
- The purpose, goal and objectives of the Event Management Process
- The Service Desk Role and concepts
- The purpose, goal and objectives of the Incident Management Process
- The purpose, goal and objectives of the Problem Management Process
- The purpose, goal and objectives of the Request Fulfillment Process
- The purpose, goal and objectives of the Access Management Process
- How to plan and implement Service Management Technologies

Lesson 1: Introduction

- Introduction/Housekeeping
- The concept of Service Management as a practice
- Service, its value proposition and composition
- Functions and processes across the lifecycle
- The role of processes in the Service Lifecycle
- How Service Management creates business value
- How Operational Support and Analysis supports the Service Lifecycle

Lesson 2: Event Management

- Purpose, goal and objectives
- Scope
- The Value to business and the Service Lifecycle
- Policies, principles and basic concepts
- Triggers, inputs and outputs and process interfaces
- Involvement in Information Management
- Metrics
- Challenges, Critical Success Factors and risks
- How to design for Event Management

Lesson 3: Service Desk

- The Service Desk role & objectives
- Service Desk organizational structures
- Service Desk staffing options
- Service Desk metrics that can be used to measure its effectiveness and efficiency
- Issues and safeguards to consider when outsourcing the Service Desk

Lesson 4: Incident Management

- Purpose, goal, objectives & Scope
- Value to business and to the Service
- Policies, principles and all basic concepts
- Process activities, methods and techniques and how they relate to the Service Lifecycle
- Triggers, inputs and outputs and the process interfaces
- Involvement in Information Management
- Metrics
- The challenges, Critical Success Factors and risks

Lesson 5: Problem Management

- Purpose, goal and objectives
- Scope
- Value to business and Service Lifecycle
- Understanding of the policies, principles and the problem model concept
- Process activities, methods and techniques and how they relate to the Service Lifecycle
- Triggers, inputs and outputs and the process interfaces
- Involvement in Information Management
- Metrics
- Challenges, Critical Success Factors and risks

Lesson 6: Request Fulfillment

- Purpose, goal and objectives
- Scope
- Value to business and to the Service Lifecycle
- Policies, principles and the request model concept
- Process activities, methods and techniques and how they relate to the Service Lifecycle
- Triggers, inputs and outputs and the process interfaces
- Involvement in Information Management
- Metrics
- Challenges, Critical Success Factors and risks

Lesson 7: Access Management

- Purpose, goal and objectives
- Scope
- Value to business and Service Lifecycle
- Policies, principles and basic concepts
- Process activities, methods and techniques and how they relate with the Service Lifecycle
- Triggers, inputs and outputs and the process interfaces
- Involvement in Information Management
- Metrics
- Challenges, Critical Success Factors and risks

ITIL v3 Intermediate Capability Module Operational Support & Analysis (Continued)

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Lesson 8: Functions

- Service Desk Roles, Objectives and Activities
- Technical Management Roles, Objectives and Activities
- IT Operations Management Roles, Objectives and Activities
- Application Management Roles, Objectives and Activities

Lesson 9: Technology and Implementation Considerations

- Generic requirements for technology to support process capability
- Evaluation criteria for technology and tools for process implementation
- Project, risk and staffing practices for process implementation
- Challenges, Critical Success Factors and risks
- How to plan and implement Service Management Technologies

Lesson 10: Exam Preparation

- Sample Exams
- Feedback
- Recap