



COMPLIANCE PROCESS PARTNERS

Laying the Groundwork for IT Compliance and Service Excellence

**ITIL Intermediate Certification Series -
Operational Support and Analysis (OSA) Capability Course**

CPP's Accredited IT Infrastructure Library (ITIL) Intermediate Certification Courses offer a more detailed understanding of the ITIL Version 3 process areas which in turn helps you be more effective within your organization. Intermediate course attendees are typically more apt to lead their organization to become more effective and enhance the quality of the services delivered.

Course Title: Operational Support and Analysis (OSA) Intermediate Certification

Duration: 4.5 days

Target Audience: IT Professionals building, enhancing or supporting the Event, Incident, Problem and Access Management or Request Fulfillment processes or require a deeper understanding in an effort to reduce costs while improving service levels and operational efficiencies.

Prerequisites: ITIL Version 3 Foundation Certification

Course concepts and disciplines covered:

- Service Management as a Practice
- Service Operation Principals
- Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis
- Specific emphasis on the Service Operation Lifecycle processes and roles included in:
 - *Event Management* – 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* – capability to bring services back to normal operations as soon as possible, according to agreed service levels
 - *Request Fulfillment* – fulfils requests 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* – prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented

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- *Access Management* – grants authorized users the right to use a service, while preventing access to non-authorized users
- Operational activities of processes covered in other Lifecycle phases such as:
 - Change Management
 - Service Asset and Configuration Management
 - Release and Deployment Management
 - Capacity Management
 - Availability Management
 - Knowledge Management
 - Financial Management for IT services, and
 - IT Service Continuity Management
- Common Service Operation activities related to Service Operation and Support
- 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, Application Management
- Service Operations and Support Service Operation roles and responsibilities
- Technology and Implementation Considerations, Challenges, Critical Success Factors and risks

For more information contact: sales@cppit.com

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