

## ITIL® Capability - Operational Support & Analysis (OSA)

### General Description

This 5 day course delves into the practical aspects of the ITIL® (2011 Edition) Service Lifecycle and processes relating to the Operational Support & Analysis of IT Services. The requirements, activities, methods and approaches for implementing and managing these processes will be covered in a practical, hands-on learning environment through the use of our quality course material and an engaging scenario-based case study.

### Outcomes

At the end of the course, students will be able to:

- Introduction to Operational Support & Analysis
- Operational Support & Analysis principles & processes in the Service Lifecycle
- Event Management - monitoring and detecting events in the IT Infrastructure
- Incident Management - quickly restoring services back to normal operation
- Problem Management - minimizing impact, investigation & prevention of Incidents
- Request Fulfilment - provide quick and effective access to standard services
- Access Management - Managing all aspects relating to the rights to use a service
- The Service Provider's requirements for Operational Support & Analysis
- Technology & implementation considerations
- Functions



### Course Details

Course code: ITIL OSA

Duration: 5 days

Starting time: 9am

Finishing time: 4.30pm

### Booking guidelines

Contact our learning consultants on 1300 86 87246 and we will assist you with your booking.

Accredited ITIL® training is provided by Solisma, accredited by PEOPLECERT Examination Institute

 **1300 86 87246**  
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# Itil Osa Sample

**J Elliott**



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