

DESCRIPTION

An intensive 5 day Intermediate level course focusing the management of IT services using ITIL® (IT Infrastructure Library) guidance. A freestanding qualification that is also part of the Intermediate Capability stream, and one of the modules leading to the ITIL Expert Certificate in IT Service Management.

Intended for IT staff that require a deep understanding of the Operational processes and how they may be used to enhance the quality of IT service support within an organisation: Service Managers, Operational Management, Technical Management, Application Management and any other IT staff who are involved in the day to day support of IT services.

The course explores in detail the key 'resolution and support' processes in ITIL® including Incident and problem management. It shows how the Operations phase of the lifecycle interacts with, and has influence on, all stages of the service lifecycle. The course fully prepares participants for the ITIL Operations Support and Analysis Certificate examination (intermediate level).

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OBJECTIVES

To enable students to appreciate and understand...

- ✓ Service Management as a Practice, particularly the importance of the operations stage; "where value is seen"
- ✓ The processes needed for the effective support of the live environment
- ✓ The importance of efficiently resolving service impacting incidents and problems
- ✓ The need for effective communication between IT and the users
- ✓ How OSA activities support the service lifecycle
- ✓ How using OSA processes can optimise service operation performance
- ✓ The requirements of the OSA intermediate exam

PRE-REQUISITES

Candidates must hold the ITIL® Foundation Certificate in IT Service Management.

Candidates should have familiarity with IT terminology and have some practical operational or technical experience.

It is strongly recommended that candidates read the Service Lifecycle core publication, Service Operation, in advance of attending the course and undertake around 12 hours of self study.

STRUCTURE

This intensive, interactive course consists of formal lecturing, discussions, exercises and test examination questions.

On the last afternoon of the course there is a 90 minute, 8 question, graduated multiple choice examination

CONTENTS

The course is accredited by People Cert and follows the official syllabus.

- ✓ Introduction to ITIL®
- ✓ Key concepts
 - How ITIL® brings value to an organisation
 - Processes, functions, services, service management, quality...
- ✓ OSA processes
 - Incident Management,
 - Problem Management,
 - Access Management,
 - Request Fulfilment,
 - Event Management
- ✓ ITIL® Functions
 - Service Desk
 - Technical Management
 - Application Management
 - IT Operations Management
- ✓ Roles and Responsibilities
- ✓ Technology and Implementation considerations
- ✓ Challenges, Critical Success Factors, risks and metrics of Service operations.
- ✓ Preparation for the exam
- ✓ Exam

For further details or reservations, please email to info@keytoyou.be