

SZKOLENIE ŚREDNIO ZAAWANSOWANE

ITIL Operational Support and Analysis

HF428S

Czas trwania: 5 dni

This course focus the spotlight on the Service Operation principles and the Event Management, Incident Management, Problem Management, Access Management and Request Fulfillment processes. In support of the main processes, the course details how other processes interact with and enable their effectiveness. Organizing for Service Operation, roles, responsibilities, technology and their considerations are included. The course prepares attendees for the ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate, module that leads to the ITIL Expert Certificate.

Cele szkolenia

- The value to the business of OSA activities
- How OSA activities support the service lifecycle
- Optimizing service operation performance
- How the processes in OSA interact with other service lifecycle processes
- How to use the OSA processes, activities and functions to achieve operational excellence
- How to measure OSA
- The importance of IT security and its contributions to OSA
- Understanding the technology and implementation considerations surrounding OSA
- The challenges, critical success factors (CSFs) and risks associated with OSA
- Specific emphasis on the service operation lifecycle processes and roles included in event management, incident management, request fulfillment, problem management, access management
- Operational activities of processes covered in other lifecycle stages such as: change management, service asset and configuration management, release and deployment management, capacity management, availability management, knowledge management, financial management for IT services, IT service continuity management
- Organizing for service operation which describes roles and functions to be performed within the service operation and support such as service desk, technical management, IT operations management and application management

Zalety

- IDC MarketScape leader 5 years running for IT education and training



- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services
- Key partnerships with industry leaders OpenStack, VMware, Linux, Microsoft, ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

Dla kogo?

- IT Professionals, business managers, business process owners
- Individuals who require a deep understanding of the ITIL Certificate in the Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in event management process, incident management process, request fulfillment process, problem management process, access management process, service desk, technical management, IT operations management and application management, and who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite

Wymagania

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- 2 to 4 years professional experience working in IT service management is highly desirable
- Complete at least 30 contact hours (hours of instruction, excluding breaks, and not including summary review time, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL Service Operation core guidance in preparation for the examination
- Before attending training for the certification it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Operation publication



Program

