

# ITIL: Operational Support & Analysis

## **Course Introduction**

4m

Course Introduction

## **Chapter 01 - Course Introduction**

13m

### **Lesson: Course Organization**

Welcome to the Course!

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What do you Expect?

Housekeeping in the Online Classroom

### **Lesson: Course Conventions & Agenda**

Conventions Used

Quizzes & Exercises

ITIL Qualification Scheme

ITIL Capability Exam

Getting Started in an Online Classroom

Chapter 01 Review

## **Chapter 02 - Introduction to Operational Support & Analysis**

32m

### **Lesson: Service Operation**

SO & the Service Lifecycle

Managing Across the Lifecycle

Purpose, Goals & Objectives of Service Operation

Scope of Service Operation

Value of Service Operation

### **Lesson: Principles of OSA**

Fundamentals of Service Operation

The Principle of Service Operation

Achieving Balance in Service Operation

Balancing Stability & Responsiveness

Balancing QoS & CoS

Balancing Reactive & Proactive

Providing Service

SO & Other Lifecycle Stages

### **Lesson: OSA Summary**

OSA Summary

Checkpoint

Chapter 02 Review

## **Chapter 03 - Service Operation Processes**

3hr 3m

### **Lesson: Event Management**

The Service Operation Model

The Processes of Service Operation

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Event Management

Event Occurrence & Notification

Event Detection & Filtering

Event Significance & Correlation

Event Response Trigger & Selection

Event Review & Closure

Designing for Event Management

Instrumentation

Error Messaging

Event Detection & Alert Mechanisms

Identification of Thresholds

Triggers, Inputs & Outputs

Process Relationships

Information

Critical Success Factors

Challenges & Risks

Summary

### **Lesson: Incident Management**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Incident Management

Incident Logging

Incident Categorization

Categorization

Incident Priority

Incident Escalation

Incident Diagnosis

Incident Resolution & Recovery

Incident Closure

Expanded Incident Lifecycle

Incident Management – Roles

Triggers, Inputs & Outputs

Process Relationships

Information

Critical Success Factors

Challenges & Risk

Summary

### **Lesson: Request Fulfillment**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activities of Request Fulfillment

Menu Selection  
Financial Approval  
Other Approval  
Fulfillment  
Closure  
Triggers, Inputs & Outputs  
Process Relationships  
Information  
Critical Success Factors  
Challenges & Risks  
Summary

**Lesson: Problem Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Concepts  
Value to the Business  
Activities of Problem Management  
Managing the Problem  
Problem Detection  
Problem Logging  
Problem Categorization  
Problem Prioritization  
Problem Investigation & Diagnosis  
Workarounds  
Raising a Known Error Record  
Problem Resolution  
Problem Closure  
Major Problem Review  
Development Errors  
Problem Analysis Techniques  
Managing the Known Error  
Triggers, Inputs & Outputs  
Relationships  
Information  
Critical Success Factors  
Challenges & Risks  
Summary

**Lesson: Access Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Concepts  
Value to the Business  
Activities of Access Management  
Access Request  
Access Verification  
Provide Rights  
Monitor Identity Status  
Log & Track Access  
Remove or Restrict Rights  
Triggers, Inputs & Outputs  
Relationships  
Information  
Critical Success Factors  
Challenges & Risks

Summary

**Lesson: Operational Activities of Other Lifecycle Processes**

Introduction

Change Management

Service Asset & Configuration Management

Release & Deployment Management

Knowledge Management

Capacity Management

Availability Management

IT Service Continuity Management

Financial Management

Lesson: Service Operation Processes Summary

Service Operation Process Summary

Checkpoint

Chapter 03 Review

**Chapter 04 - OSA Common Activities**

**27m**

**Lesson: Common Activities**

Introduction

OSA Common Activities

Monitoring & Control

Control Loop

**Lesson: OSA's Common Activities**

IT Operations

Mainframe Management

Server Management & Support

Network Management

Storage & Archive

Database Management

Directory Services Management

Desktop Support

Middleware Management

Internet/Web Management

Facilities & Datacenter Management

Data Center Strategies

IT Security Management

Improvement of Operational Activities

**Lesson: Common Activities Summary**

Common Activities Summary

Checkpoint

Chapter 04 Review

## **Chapter 05 - Service Operation Functions**

48m

### **Lesson: Service Desk Function**

Introduction to Service Operation Functions

Introduction to Service Desk

Service Desk

Service Desk – Role

Service Desk – Objectives

Service Desk – Organizational Structures

Outsourcing Issues

Service Desk – Staffing

Service Desk – Metrics

### **Lesson: Technical Management Function**

Introduction to Technical Management

Technical Management

Technical Management – Role

Technical Management – Objectives

Generic Technical Management Activities

Technical Management – Organizational Structures

Technical Management – Design, Maintenance & Support

Technical Management – Metrics

Technical Management - Documentation

### **Lesson: IT Operations Management**

Introduction to IT Service Operations Management

IT Operations

IT Operations – Role

IT Operations – Objectives

IT Operations – Organizational Structures

IT Operations – Metrics

Operations Management - Documentation

### **Lesson: Application Management Function**

Introduction to Application Management

Application Management

Application Management – Role

Application Management – Objectives

Application Management - Principles

Application Lifecycle

Application Management – Generic Activities

Application Management – Organizational Structures

Application Management – Roles & Responsibilities

Application Management – Metrics

Application Management – Documentation

### **Lesson: Service Operation Functions Summary**

Service Operation Functions Summary

Checkpoint

Chapter 05 Review

## **Chapter 06 - Organize & Implement**

1hr 3m

### **Lesson: Organizational Structures**

Organizational Structures

Specialization Based Structures

Activity Based Structures

Process Based Structures

Geography Based Structures

Hybrid Structures

### **Lesson: Roles & Responsibilities**

Introduction

Generic Roles

Service Owner

Process Owner

Process Manager

Process Practitioner

OSA - Roles

Service Desk

Technical Management

IT Operations

Application Management

Event Management

Incident Management

Request Fulfillment

Problem Management

Access Management

### **Lesson: Technology Considerations**

Technology Considerations

Service Management Tools

Generic Technology Considerations

Tool Evaluation Criteria

Event Management Desired Features

Incident Management Desired Features

Request Fulfillment Desired Features

Problem Management Desired Features

Access Management Desired Features

Service Desk Desired Features

### **Lesson: Implementing OSA**

Implementation

Managing Change

Project Management

Assessing & Managing Risk

Involvement in Design & Transition

Planning & Implementing Technology

Challenges, CSFs & Risks

Challenges

Critical Success Factors

Risks

### **Lesson: Organize & Implement Summary**

Organize & Implement Summary

Checkpoint

Chapter 06 Review

Course Closure

**Total Duration: 6hrs 9m**