



CAPABILITIES

CREDITS: 4

# DAYS: 5

**ProActive**   
Transforming the Business of IT.

# Operational Support & Analysis (OS&A)

- How does each operational process create value for your company?
- What principles are required to design a meaningful Event Management process?
- How do you best manage, control and utilise the Known Error Database?
- What staffing capabilities are required for an efficient Service Desk?
- How do you define and handle Events, Incidents, Problems and Requests?

ProActive's 5-day Operational Support & Analysis (OS&A) Capabilities training course builds on the Foundation Certificate training to turn theory into capability. On completion, students will have the answers to all the above questions - and more!

The training will arm students with the knowledge and capability to achieve results back in the workplace!

## RESULTS-DRIVEN TRAINING

The Operational Support & Analysis course has been designed to help students achieve real results back in the workplace. They include:

1. Understanding how to measure and monitor operational processes to ensure they create value for the organisation.
2. Identify what metrics might be utilised to ensure each operational process is performing optimally.
3. Which skills are required on the Service Desk, and how much of each skill is necessary?
4. What to consider when deciding how many staff will man the Service Desk, and what to consider if the decision is made to outsource and/or offshore the Service Desk.
5. Get the greatest value out of the Known Error Databases by ensuring it is correctly managed and controlled for quality.
6. Be able to clearly define and scope Events, Incidents, Problems, and Service Requests to identify which processes will handle a particular occurrence.

## TRAINING BY THE EXPERTS

Take advantage of ProActive's long-standing history of providing quality ITIL training and consulting services! ProActive introduced ITIL into Australia and as such, is Australasia's longest serving ITIL training provider.

We're also the largest ITIL training provider outside the UK accredited by the British Computer Society's Information Systems Examination Board (ISEB).

All our trainers hold the ITIL Expert Certificate in Version 3 and have vast practical experience on top of their ITIL and other related qualifications. ProActive training also allows students time to network with other practitioners to gain real life experiences.

ProActive has been ISO9001 certified since 1996, and we have worked hard to embed quality into all aspects of the company's operation. Attending a ProActive training course means that not only do students get the best quality training experience, but they will obtain an internationally recognised qualification - the ITIL V3 Intermediate Certificate in Operational Support & Analysis

- Event Management
- Incident Management
- Problem Management
- Access Management
- Request Fulfillment

\* No Pass, No Pay Guarantee: Public Schedule, ITIL V3 Capabilities courses only. ProActive will pay for the first exam resit, the student must pay for the second resit - and in the event of a fail result, ProActive will refund the course fee component.

"We at IAG are always attempting to improve our ITIL processes. After attending the Operational Support and Analysis course we have been able to implement the one percenters that have helped us to mature our Major Incident Management process.

We have a list of improvements that we took from the course that we are looking to implement in the near future."

Anuj Kumar - Insurance Australia Group (IAG)

ProActive also offer post-course services - designed to turn student knowledge into results!  
(see next page)

For the full listing of dates, locations, and prices, call (AUS)1300 880 855 (NZ) 0800 11 56 56 or register online.

[www.proactiveservices.com.au](http://www.proactiveservices.com.au) [www.proactiveservices.co.nz](http://www.proactiveservices.co.nz)

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Price includes the student folder, handouts and a copy of the Service Operation book, published by the OGC.

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# Operational Support & Analysis (OS&A)

## WHO SHOULD ATTEND?

This course will be of benefit to students requiring a deeper understanding of the OS&A processes, and how they may be used to enhance the quality of IT Service support in their organisation. It is also suitable for operational staff involved in the 5 main processes of OS&A who wish to enhance their role-based capabilities.

## PREREQUISITES / PRE-READING

Students must have obtained the V3 Foundation Certificate or the V2 Foundation Certificate plus the V3 Foundation Bridge.

It is strongly recommended that candidates demonstrate familiarity with IT terminology and understand the context of OS&A management within their own organisation.

As such, it is recommended that candidates read the ITIL Service Lifecycle core publications in advance - in particular, the Service Operation book. Some familiarity with the Continual Service Improvement book would also be an advantage.

## CERTIFICATION/ASSESSMENT

A 90 minute examination takes place on Day 5, consisting of 8 multiple choice, scenario based, gradient scored questions.

Students need a score of 28/40 or 70%. It leads to international V3 'Intermediate' level Certification from the UK-based Information Systems Examination Board (ISEB).

## COURSE FEE

Course Price: \$3800.00 (AUS) \$4060.00 (NZ)

Optional Exam: \$275.00 (AUS) \$324.00 (NZ)

Prices include GST.

Price includes student folder, handouts and a copy of the Service Operation book published by the OGC valued at \$180 (AUS).

Terms: Full payment with booking is required, and subject to standard terms and conditions, available on ProActive's web site.

## COURSE SYLLABUS

### INTRODUCTION

#### THE IMPORTANCE OF OS&A IN THE CONTEXT OF THE SERVICE LIFECYCLE:

#### EVENT MANAGEMENT:

- Value to the Business and Process activities
- Key Interfaces with other Processes
- Metrics:
  - What to use for checking efficiency and effectiveness
  - How they relate to Continual Service Improvement
- How to design for Event Management

#### INCIDENT MANAGEMENT:

- Value to the Business and Process activities
- Key Interfaces with other Processes
- Metrics:
  - What to use for checking efficiency and effectiveness
  - How they relate to Continual Service Improvement

#### REQUEST FULFILMENT:

- Value to the Business and Process activities
- Key Interfaces with other Processes
- Metrics:
  - What to use for checking efficiency and effectiveness
  - How they relate to Continual Service Improvement

#### PROBLEM MANAGEMENT:

- Value to the Business and Process activities
- Key Interfaces with other Processes
- Metrics:
  - What to use for checking efficiency and effectiveness
  - How they relate to Continual Service Improvement
- Techniques used for investigating and diagnosing the root cause of a problem.

## POST-COURSE SERVICES:

To assist course attendees to get the return on their newly acquired knowledge sooner rather than later, ProActive is offering a post course service for all Capabilities courses at no extra cost. As part of this service, ProActive will conduct three one hour post course review sessions to discuss student challenges and ,where possible, one student project will be discussed.

As a chargeable option, ProActive also offer students a Coaching and Mentoring service after they complete the Capabilities training. This service is designed to help students to deliver measureable outcomes as per project plans or in BAU roles. It is not the intent that ProActive does the job, but help the student execute their task. This service helps the student to turn the knowledge from the course into results.

### ACCESS MANAGEMENT:

- Value to the Business and Process activities
- Key Interfaces with other Processes
- Metrics:
  - What to use for checking efficiency and effectiveness
  - How they relate to Continual Service Improvement

### FUNCTIONS:

#### 1. SERVICE DESK:

- Possible different organisational structures
- Staffing Options
- Considerations when outsourcing

#### 2. TECHNICAL MANAGEMENT:

- Roles, Objectives and Activities

#### 3. IT OPERATIONS MANAGEMENT:

- Roles, Objectives and Activities

#### 4. APPLICATION MANAGEMENT:

- Roles, Objectives and Activities

### TECHNOLOGY / IMPLEMENTATION

- A look at evaluating tools to support the processes and how to plan and implement them

### CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS

### REVISION & EXAMINATION