

HP Education Services Course Description

ITIL V3 Operational Support and Analysis (HF428)



This 5-day course explains the terminology, processes, roles, functions and activities relating to the Service Operation phase of the IT Service Management Lifecycle, based on Version 3 of the IT Infrastructure Library (ITIL). It is one of four “Service Capability” Modules, which are role-based. They offer participants a balanced knowledge of ITIL best practices. The Service Capability series will be of interest to participants who wish to be certified in a deep-level of understanding of ITIL V3 with the primary focus on the process activities and execution throughout the Service Lifecycle.

Audience

IT professionals who require a deep understanding of Operational Support and Analysis processes and how they may be used to enhance the quality of IT service support within an organization.

Operational staff involved in the activities of the following processes and/or functions: Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management.

Prerequisites

Demonstrate between 2 and 4 years of professional experience in the ITSM market place.

Hold one or more of the following certificates:

Course title: ITIL V3 Operational Support and Analysis

HP product number: HF428

Category/Subcategory: ITIL/ITSM

Course length: 5 days

Level: Intermediate

Delivery language: English

To order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

- ITIL Foundation in IT Service Management for more than one year (ITIL Version 3 Foundation Certificate, or ITIL Version 2 Foundation Certificate plus the ITIL V3 Foundation Bridge Certificate).
- ITIL Service Desk, Incident and Problem Management Practitioner
- ITIL Incident Management Practitioner
- ITIL Problem Management Practitioner

It is assumed that participants will have read the following ITIL Service Management Practices core lifecycle publications:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

Examination candidates should be aware that at least 12 hours of personal study are required.

Course objective

Upon successful completion of this course participants will understand:

- The importance of the concept of Service Management as a Practice.
- The activities, methods and functions used in each of the ITIL Operational Support and Analysis processes
- How to use the ITIL Operational Support and Analysis processes, activities and functions to achieve operational excellence.
- How the ITIL Operational Support and Analysis processes interact with other Lifecycle processes
- How to measure the ITIL Operational Support and Analysis processes and functions
- The involvement of Information Management in the ITIL Operational Support and Analysis processes
- The technology and implementation considerations, as well as the challenges, critical success factors and risks surrounding ITIL Operational Support and Analysis

Participants will also gain the knowledge necessary to prepare for the "ITIL Certificate in Operational Support and Analysis" examination from EXIN, ISEB or APM Group. This certificate is worth 4 credits in the ITIL Version 3 Qualification Scheme.

Benefits to you

- Gain a deep understanding of the operational support processes and how to improve them in your organization
- Move towards more proactive ways of providing support
- Understand the different ways in which process activities can be organized
- Understand how the Service Operation functions can contribute to improved operational support

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Next steps

Other modular courses covering ITSM Lifecycle stream or Capability stream leading to the ITIL Expert Qualification

Detailed course outline

A Brief Refresher on IT Service Management

Service Operation summary

Processes

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

Common Service Operation Activities

Functions

- Service Desk
- Technical Management
- IT Operations Management
- Application Management

Organization Structures**Technology Considerations****Implementation Considerations****Challenges, Critical Success Factors and Risks**

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