

# ITIL V.3.0 - Operational Support and Analysis

## **Course Introduction**

5m

Course Introduction

## **Part 01 - Section 00 - Course Introduction**

8m

Course Introduction

Agenda - Overview

Courseware Usage

Courseware Conventions

ITIL Capability Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Course Introduction Review

## **Part 01 - Section 01 - ITIL Concepts**

37m

ITIL Concepts

You say ITIL, I say ...

Origins of ITIL

ITSM - A Real World of Experience

Process Oriented ITIL

Lifecycle Oriented ITIL

The History of ITIL

Why Refresh?

Need-to-Know ITSM Concepts

Good Practice

IT Service Management

Service

Service Model

Framing Service Value

Concepts

Function – Process - Role

What is a Process?

Process Characteristics

IT Governance and Service Lifecycle

The Service Lifecycle – Value to the Business

ITIL Concepts Review

## **Part 01 - Section 02 - Service Operation**

32m

Service Operation

SO and The Service Lifecycle

Managing Through the Lifecycle

Purpose, Goals and Objectives of Service Operation

The Scope of Service Operation

Service Operation - Value to the Business

The Principle of Service Operation

Organizing Service Operation

Achieving Balance in Service Operation

Balancing Stability and Responsiveness

Balancing QoS and CoS

Balancing Reactive and Proactive

Providing Service

SO and Transition and Design

Operational Health

**Part 02 - Section 03 - Event Management**

39m

Event Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs and Outputs  
Activities of Event Management  
Event Occurrence and Notification  
Event Detection and Filtering  
Event Significance and Correlation  
Event Response Trigger and Selection  
Event Review and Closure  
Designing for Event Management  
Instrumentation  
Error Messaging  
Event Detection and Alert Mechanisms  
Identification of Thresholds  
Process Relationships  
Information  
Metrics and Measures  
Challenges, CSFs and Risks  
Challenges  
Critical Success Factors  
Risks  
Summary  
Event Management Review

**Part 02 - Section 04 - Incident Management**

39m

Incident Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs and Outputs  
Activities of Incident Management  
Incident Logging  
Incident Categorization  
Categorization  
Incident Priority  
Incident Escalation  
Incident Diagnosis  
Incident Resolution and Recovery  
Incident Closure  
Expanded Incident Lifecycle  
Incident Management – Roles  
Process Relationships  
Information  
Metrics and Measures  
Challenges, CSFs and Risks  
Challenges

Critical Success Factors  
Risk  
Summary  
Incident Management Review

## **Part 02 - Section 05 - Request Fulfillment**

27m

Request Fulfillment  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs and Outputs  
Activities of Request Fulfillment  
Menu Selection  
Financial Approval  
Other Approval  
Fulfillment  
Closure  
Process Relationships  
Information  
Metrics and Measures  
Challenges, CSFs and Risks  
Challenges  
Critical Success Factors  
Risks  
Summary  
Request Fulfillment Review

## **Part 02 - Section 06 - Problem Management**

40m

Problem Management  
Introduction  
Objective  
Scope  
Concepts  
Triggers, Inputs and Outputs  
Value to the Business  
Activities of Problem Management  
Managing the Problem  
Problem Detection  
Problem Logging  
Problem Categorization  
Problem Prioritization  
Problem Investigation and Diagnosis  
Workarounds  
Managing the Known Error  
Raising a Known Error Record  
Problem Resolution  
Problem Closure  
Major Problem Review  
Development Errors  
Process Relationships  
Information  
Metrics and Measures  
Challenges, CSFs and Risks  
Challenges

Critical Success Factors  
Risks  
Summary  
Problem Management Review

## **Part 02 - Section 07 - Access Management**

27m

Access Management  
Introduction  
Objective  
Scope  
Value to the Business  
Concepts  
Triggers, Inputs and Outputs  
Activities of Access Management  
Access Request  
Access Verification  
Provide Rights  
Monitor Identity Status  
Log and Track Access  
Remove or Restrict Rights  
Process Relationships  
Information  
Metrics and Measures  
Challenges, CSFs and Risks  
Challenges  
Critical Success Factors  
Risks  
Summary  
Access Management Review

## **Part 03 - Section 08 - Service Desk Function**

17m

Service Desk Function  
Introduction  
Service Desk  
Service Desk – Role  
Service Desk – Objectives  
Service Desk – Organizational Structures  
Outsourcing Issues  
Service Desk – Staffing  
Service Desk – Metrics  
Service Desk Function Review

## **Part 03 - Section 09 - Technical Management Function**

13m

Technical Management Function  
Introduction  
Technical Management  
Technical Management – Role  
Technical Management – Objectives  
Generic Technical Management Activities  
Technical Management – Organizational Structures  
Technical Management – Design, Maintenance and Support  
Technical Management – Metrics  
Technical Management – Documentation  
Technical Management Function Review

### **Part 03 - Section 10 - IT Operations Management**

8m

IT Operations Management  
Introduction  
IT Operations  
IT Operations – Role  
IT Operations – Objectives  
IT Operations – Organizational  
IT Operations – Metrics  
Operations Management - Documentation  
IT Operations Management Review

### **Part 03 - Section 11 - Application Management Function**

17m

Application Management Function  
Introduction  
Application Management  
Application Management – Role  
Application Management – Objectives  
Application Management - Principles  
Application Lifecycle  
Application Management – Generic Activities  
Application Management – Organizational Structures  
Application Management – Roles and Responsibilities  
Application Management – Metrics  
Application Management – Documentation  
Application Management Function Review

### **Part 04 - Section 12 - Common Service Operation Activities**

27m

Common Service Operation Activities  
Introduction  
Service Operation – Common Activities  
Monitoring and Control  
Control Loop  
IT Operations  
Mainframe Management  
Server Management and Support  
Network Management  
Storage and Archive  
Database Management  
Directory Services Management  
Desktop Support  
Middleware Management  
Internet/Web Management  
Facilities and Datacenter Management  
Data Center Strategies  
IT Security Management  
Improvement of Operational Activities  
Common Service Operation Activities Review

### **Part 05 - Section 13 - Technology Considerations**

21m

Technology Considerations  
Service Operation 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  
Technology Considerations Review

**Part 05 - Section 14 - Implementing Service Operation**

22m

Implementing Service Operation  
Service Operation Implementation  
Managing Change in Service Operation  
SO and Project Management  
Assessing and Managing Risk  
Involvement in Design and Transition  
Planning and Implementing Technology  
Challenges, CSFs and Risks  
Challenges  
Critical Success Factors  
Risks  
Implementing Service Operation Review  
Course Closure

Total Duration: 6hrs 26min