

ITIL®Capability : operational Support & Analysis certification à distance incluse

Cours Pratique de 5 jours

Réf : YTO - Prix 2022 : 990€ HT

ITIL® consists of five main publications : Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it. The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle. The course prepares candidates for the ITIL®Capability : operational Support & Analysis certification.

PARTICIPANTS

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Operational Support & Analysis cluster of processes and functions.

PRÉREQUIS

An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment.

COMPÉTENCES DU FORMATEUR

Les experts qui ont conçu la formation et qui accompagnent les apprenants dans le cadre d'un tutorat sont des spécialistes des sujets traités. Ils ont été validés par nos équipes pédagogiques tant sur le plan des connaissances métiers que sur celui de la pédagogie, et ce pour chaque cours. Ils ont au minimum cinq à dix années d'expérience dans leur domaine et occupent ou ont occupé des postes à responsabilité en entreprise.

MODALITÉS D'ÉVALUATION

Le formateur évalue la progression pédagogique du participant tout au long de la formation au moyen de QCM, mises en situation, travaux pratiques...

Le participant complète également un test de positionnement en amont et en aval pour valider les compétences acquises.

MOYENS PÉDAGOGIQUES ET TECHNIQUES

Les moyens pédagogiques et les méthodes d'enseignement utilisés sont principalement : documentation et support de cours, exercices pratiques d'application et corrigés des exercices, études de cas ou présentation de cas réels. ORSYS fournit aux participants un questionnaire d'évaluation du cours qui est ensuite analysé par nos équipes pédagogiques. Une attestation de fin de formation est fournie si l'apprenant a bien suivi la totalité de la formation.

MODALITÉS ET DÉLAIS D'ACCÈS

L'inscription doit être finalisée 24 heures avant le début de la formation.

ACCESSIBILITÉ AUX PERSONNES HANDICAPÉES

Vous avez un besoin spécifique d'accessibilité ? Contactez Mme FOSSE, référente handicap, à l'adresse suivante pshaccueil@orsys.fr pour étudier au mieux votre demande et sa faisabilité.

OBJECTIFS PÉDAGOGIQUES

À l'issue de la formation l'apprenant sera en mesure de :

The value to the business of OSA activities and how OSA activities support the service lifecycle

How the processes in OSA interact with other service lifecycle processes

How to use and measure the OSA processes, activities and functions to achieve operational excellence

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

PÉDAGOGIE ET PRATIQUES

An interactive approach to provide valuable conceptual knowledge of international standards.

Lessons, exercises, courses notes and discussions based on international standards.

CERTIFICATION

The purpose of the ITIL® 3/2011 Capability, Operational Support & Analysis certification is to transmit, test and validate knowledge about industry practices in service management. The ITIL® Capability, Operational Support & Analysis certification is a stand-alone qualification, but is also part of the ITIL® Intermediate Capability flow. An ITIL® Foundation certificate is required and preferably two years of work experience in an IT service management environment. The certification is recognized worldwide with permanent validity. Its passage lasts 1 hour 30 minutes and is made up of 8 questions. It takes place in English and with a closed book, the learner cannot refer to the resources of his choice during his passage. The score for passing the exam is 70%. If successful, a unique electronic certificate is issued and the candidate receives 4 points for the ITIL qualification scheme.

LE PROGRAMME

dernière mise à jour : 01/2022

1) Introduction

- Course introduction.
- OSA course objectives.
- Service operation purpose and objectives.
- Service operation scope, processes, functions.
- Service operation value to the business.
- IT service management.
- Service value.
- Value creation.
- Combined effects of utility and warranty.
- Monitor and measure.
- Optimizing service performance.
- What is a process.
- Organizing ITSM.
- ITIL® certification scheme.

2) Event management

- Purpose, objectives, scope, value.
- Principles, & concepts.
- Activities, interfaces.
- Triggers, inputs and outputs.
- Information management.
- Metrics, challenges,.
- CSF's and risks.

3) Service desk

- Benefits, objectives.
- Responsibilities and structure.
- Staffing and metrics.
- Outsourcing.

4) Incident management

- Purpose, objectives, scope, value.
- Principles, & concepts.
- Activities, interfaces.
- Triggers, inputs and outputs.
- Information management.
- Metrics, challenges,.
- CSF's and risks.

5) Problem management

- Purpose, objectives, scope, value.
- Principles, & concepts.
- Activities, interfaces.
- Triggers, inputs and outputs.
- Information management.
- Metrics, challenges.
- CSF's and risks.

6) Request fulfillment

- Purpose, objectives, scope, value.
- Principles, & concepts.
- Activities, interfaces.
- Triggers, inputs and outputs.
- Information management.
- Metrics, challenges.
- CSF's and risks.

7) Access management

- Purpose, objectives, scope, value.
- Principles, & concepts.
- Activities, interfaces.
- Triggers, inputs and outputs.
- Information management.
- Metrics, challenges.
- CSF's and risks.

8) Functions

- Service desk.
- Technical management.
- IT Operations management.

- Applications management.

9) Technology and implementation considerations

- Generic tool requirements.
- Evaluation criteria.
- Service operation and project management.
- Challenges, CSF's and risks.

10) Appendices

- Business Case study and exercises.
- Mock exams and rationale.
- Glossary.
- Forms.

11) Certification

- Certification exam.