

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/72727

ITIL® Service Capability: Operational Support and Analysis

Find out how to execute processes within ITIL Operational Support and Analysis.

In this course, you will learn the practical aspects of the ITIL service lifecycle and processes associated with the operational support and analysis of services and service delivery. The main focus of this course is on the operational-level process activities, as well as the supporting methods and approaches to executing these processes. In a sensible, experiential learning environment you will learn the core discipline of ITIL best practices through a case study-based learning approach. After the course you will be in an excellent position to successfully complete the associated exam. The exam will be offered on the last day of the course at 1:00 pm.

The main process and function focus areas of this course include:

- Event management process
- Incident management process
- Request fulfillment process
- Problem management process
- Access management process

The organizational functions focused on in this course include:

- Service desk
- Technical management
- IT operations management
- Application management

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.

What You Will Cover

- Importance of Service Management as a practice concept and Operational Support and Analysis principals, purpose, and objective
- The importance of ITIL Operational Support and Analysis while providing service
- How all processes in ITIL Operational Support and Analysis interact with other Service Lifecycle Processes
- Processes, 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 to measure ITIL Operational Support and Analysis
- Importance of IT Security and its contributions to ITIL Operational Support and Analysis
- Technology and implementation considerations surrounding ITIL Operational Support and Analysis challenges, critical success factors, and risks associated with ITIL Operational Support and Analysis

Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Special Feature

Prerequisites:

- ITIL® Foundation Certification (see seminar #72975)
- Two to four years of relevant work experience
- To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publication Service Operation (2011 Edition, ISBN 9780113313075) and complete at least 12 hours of personal study

Schedule

- [5] days - \$3,295 Non Members
- [5] days - \$3,295 AMA Members
- [5] days - \$3,295 GSA

Credits

30 PDU

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