

# HPE Digital Learner ITIL® 2011 Certification Content Pack

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<b>Content Pack length</b>	45 Hours
<b>Content Pack category</b>	Category 2
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This self-paced eLearning Content Pack prepares learners for the ITIL Foundation and Operational Support and Analysis certification exams. These two exams contribute toward the ITIL Expert certificate. Included are modules that introduce the fundamentals of IT Service Management based on the IT Infrastructure Library (ITIL). It describes the key concepts, processes, functions and roles of the ITIL Service Lifecycle. Learn about Service Operation principles and the Event Management, Incident Management, Problem Management, Access Management and Request Fulfilment processes. In support of the main processes, the course details how other processes interact and enable their effectiveness. Organizing for Service Operation, roles, responsibilities, technology and their considerations are included.

## Audience

- Information technology professionals who seek to improve and streamline the processes used to support the deployment of information technology within a business organization
- Individuals preparing for the ITIL Foundation Certificate in IT Service Management
- Employees from companies that provide or rely upon IT services
- Individuals looking to enhance their career prospects by pursuing the ITIL Intermediate qualification Operational Support and Analysis certificate, a high profile and highly regarded IT business certification

## Content Pack objectives

This Content Pack provides the information necessary to:

- Comprehend service management as a practice
- Acquire knowledge on key concepts and definitions
- Understand how the processes interact with other Service Lifecycle processes
- Learn how to use the processes, activities and functions to achieve operational excellence

## Detailed Content Pack outline

### ITIL 2011 Foundation

#### Overview of the ITIL Service Lifecycle

Organizations that provide IT services to internal or external customers need to have the capabilities to manage these services, and good practices to ensure capabilities are fully utilized. In this course you will learn about the ITIL framework, including its benefits and role in IT service management. This course also covers the stages, purpose, scope, and value of the ITIL service lifecycle.

#### Outline

- Recognize key ITIL characteristics
- Identify the benefits of ITIL
- Distinguish between the five categories in the ITIL qualification scheme
- Identify the features of a service
- Distinguish between utility and warranty
- Identify the features of service management
- Distinguish between the five ITIL Service Lifecycle stages
- Recognize the purpose of each ITIL Service Lifecycle stage
- Recognize the scope of each ITIL Service Lifecycle stage
- Identify the value of each ITIL Service Lifecycle stage to the organization
- Distinguish between functions and processes

#### ITIL Service Strategy Concepts

It is critical for IT service providers to regularly evaluate and optimize the services they provide in light of their strategic goals. Service Strategy is a stage of the ITIL Service Lifecycle that helps IT organizations create value for their organizations through their service assets. In this course you will learn about fundamental Service Strategy concepts like internal and external services, and stakeholder groups. This course also covers service automation, strategy management, and service portfolio management.

#### Outline

- Distinguish between internal and external customer characteristics
- Distinguish between internal and external services
- Identify external stakeholder groups
- Identify the guidelines to consider when determining value to customers
- Distinguish between resources and capabilities
- Recognize the advantages of service automation
- Recognize guidelines for implementing service automation effectively
- Identify objectives of the strategy management process
- Recognize benefits of strategy management
- Identify key activities of the strategic assessment stage of the strategy management process
- Identify key activities of the strategic generation stage of the strategy management process
- Identify key activities of the strategic execution stage of the strategy management process
- Distinguish between Continual Service Improvement and expansion and growth activity tasks of the strategy management measurement and evaluation stage
- Identify potential challenges in strategic management
- Identify the objectives of the service portfolio management process
- Distinguish between activities in the define and analyze phases of service portfolio management
- Distinguish between the objectives of the approve and charter phases of the service portfolio management process
- Identify challenges of service portfolio management

#### ITIL Service Strategy Processes

A well-executed service strategy that encompasses proper demand management, financial management, and customer relationship management results in both customers and IT service providers achieving their goals. In this course you will learn about the demand management process, including the purpose and benefits of service level packages (SLPs). You will also learn about key financial management concepts and the importance of the business case. This course also covers the Business Relationship Management (BRM) process, including its scope and key challenges.

#### Outline

- Recognize challenges of managing demand for services
- Identify guidelines for creating service packages
- Identify features of SLPs
- Distinguish between the purpose of service valuation, accounting, and cost modeling
- Identify the outputs of financial management
- Recognize the five components of a business case
- Distinguish between the two phases of risk management
- Recognize the scope of the BRM process
- Distinguish between the purpose of the customer portfolio and the customer agreement portfolio in BRM
- Identify the challenges of BRM

#### ITIL Service Design Concepts

Aligning IT services with business objectives and needs is critical for effective IT service management, and the design specifications to provide these IT services must be well planned to ensure this vital alignment. In this course you will learn about the key concepts of the Service Design stage of the ITIL Service Lifecycle, including the five aspects of Service Design. This course also covers service solution considerations to keep in mind, the elements of architectural design, and enterprise architecture components and roles. Finally, you will be introduced to process design, including the elements of a process, types of metrics, and the benefits of metrics trees.

#### Outline

- Recognize the five aspects of Service Design
- Identify the considerations to make when designing service solutions
- Distinguish between service status options in the service portfolio
- Identify the elements included in architectural design
- Recognize the five enterprise architecture areas
- Identify the benefits of using management architecture to integrate with business needs
- Identify the elements of a process to include in process design
- Distinguish between the four types of metrics
- Recognize the benefits of using a metrics tree

**ITIL Service Design Processes**

Effective IT service solutions must be designed to meet all IT service provider and customer needs. In this course you will learn about the processes in the Service Design stage of the ITIL Service Lifecycle including their purpose, expected benefits, scope, and key activities. This course also covers the management roles involved in Service Design processes and their key responsibilities.

**Outline**

- Recognize Service Design processes
- Identify the objectives of the Service Level Management (SLM) process
- Identify key negotiating phase activities in the SLM process
- Distinguish between monitoring phase and reporting phase activities in the SLM process
- Identify key reviewing phase activities in the SLM process
- Recognize the scope of the design coordination process
- Distinguish between overall and individual Service Design activities conducted in the design coordination process
- Recognize some of the challenges and risks of the design coordination process
- Identify characteristics of the service catalog

- Distinguish between the three aspects of service measured, monitored, analyzed, and reported in the availability management process
- Distinguish between the responsibilities of the service catalog manager and the availability manager
- Distinguish between the three supporting sub-processes of capacity management
- Recognize the information that should be included in a Supplier and Contract Database (SCD)
- Distinguish between the capacity manager role and the supplier manager role in ITIL Service Design
- Identify the components of an effective Information Security Management (ISM) framework
- Distinguish between the four stages of the IT Service Continuity Management (ITSCM) process
- Distinguish between the responsibilities of the information security manager and the IT service continuity manager roles

**ITIL Service Transition Concepts and Processes**

Successfully transitioning planned and designed IT services into the live environment is a key step toward valued IT service management. In this course you will learn about the service transition stage of the ITIL Service Lifecycle, including Service Transition scope and policies. This course also covers the key processes of Service Transition, including best practices and key activities for release and deployment, knowledge management, transition planning and support, validation and testing, and change management procedures.

**Outline**

- Recognize the scope of the Service Transition stage of the ITIL Service Lifecycle
- Recognize the recommended ITIL Service Transition policies
- Distinguish between activities that are in and out of scope for the release and deployment process
- Distinguish between the phases of the release and deployment management process
- Identify key characteristics of an Service Knowledge Management System (SKMS)
- Distinguish between the four elements of a DIKW (Data, Information, Knowledge, and Wisdom) structure
- Identify activities within scope of the Service Asset and Configuration Management (SACM) process
- Recognize activities that are within scope of the transition planning and support process

- Identify activities that are within scope of the service validation and testing process
- Identify the goals of the change management process
- Distinguish between the three types of changes in the change management process
- Recognize key interfaces of the change management process
- Sequence the steps of the normal change lifecycle in the change management process
- Identify the activities that may differ in an emergency change lifecycle versus a normal change lifecycle
- Recognize the objectives of the change evaluation process
- Identify the key challenges of the change evaluation process

**ITIL Service Operation Concepts**

IT services only achieve their true value when the planned and expected benefits are realized. Service Operation is the stage of the ITIL Service Lifecycle in which the work is carried out to deliver and manage services at the agreed levels to business users and customers, therefore delivering the value promised. In this course you will be introduced to the Service Operation stage of the ITIL Service Lifecycle, including its purpose, benefits, and scope. You will also learn about the effective communication techniques necessary during Service Operation activities. This course also covers the four key Service Operations functions including the service desk, technical management, IT operations management, and application management.

**Outline**

- Recognize the scope of the Service Operation stage of the ITIL Service Lifecycle
- Identify the responsibilities of the Service Operation stage of the ITIL Service Lifecycle
- Identify best practices for effective communication when conducting Service Operation activities
- Recognize the benefits of a service desk

- Identify the different types of service desk structures
- Recognize the dual role of the technical management function
- Distinguish between the sub-function tasks of the IT operations management function
- Recognize the roles of the application management function

**ITIL Service Operation Processes**

Organizations need to effectively coordinate, manage, and control their day-to-day operations for providing IT services, and the Service Operation stage of the ITIL Service Lifecycle provides best practices for doing so. In this course you will learn about the key processes of Service Operation, including the scope, principles, and steps of the incident management process. You will also learn about problem management, including best practices for detecting, logging, categorizing, and investigating problems. This course also covers the event management process, request fulfillment processes, and access management.

- Identify the purposes of the incident management process
- Identify recommended incident management principles
- Sequence the steps of the incident management process
- Recognize the scope of the problem management process
- Identify the key principles of the problem management process
- Sequence the steps of the problem management process
- Recognize the scope of the event management process
- Distinguish between the three request fulfillment options
- Identify the objectives of access management

**ITIL Continual Service Improvement**

Organizations striving for long term sustainability need to be able to build upon and improve services throughout their lifecycle. The Continual Service Improvement (CSI) stage of the ITIL Service Lifecycle provides IT organizations the tools and processes necessary to continually improve their services. In this course you will learn key considerations and best practices for continual service improvement. You will also learn about the CSI register, and what information it should include. This course also covers the purpose and seven steps in the CSI process, including key activities that you perform.

- Identify the key considerations to keep in mind during Continual Service Improvement activities
- Recognize the benefits of the Continual Service Improvement stage of the ITIL Service Lifecycle
- Recognize the common information categories included in a CSI register
- Distinguish between the four steps of the Deming cycle
- Identify elements within scope of the CSI process
- Distinguish between activities performed in step 1 and step 2 of the CSI process
- Distinguish between the three types of data gathered in step 3 of the CSI process
- Distinguish between the goals of the fourth and fifth steps of the CSI process
- Distinguish between the types of information different stakeholders require
- Recognize the considerations to make when implementing service improvements

**ITIL 2011 Intermediate Level: Operational Support & Analysis (OSA)**

**Introduction to Operational Support and Analysis**

Within the context of ITIL, Service Operation is sometimes referred to as the 'factory' of IT. It focuses on the daily activities and organizational infrastructure that are used to deliver services to the organization and the customer. The proper management of these activities and the organizational infrastructure is the key to ensuring Service Operation functions and processes are delivered successfully. Service Operation best practices also ensure adequate monitoring and controlling measures are in place and followed throughout the Service Lifecycle. This ultimately leads to strategic objectives being realized by the organization. This course provides an introduction to operational support and analysis. Specifically, the course covers the fundamentals of the ITIL Service Operation core area, and how the processes and functions of Service Operation work within and support the overall Service Lifecycle.

- Identify the fundamentals of Service Operation
- Identify key characteristics of the Service Lifecycle model
- Distinguish between Service Lifecycle functions and processes
- Recognize how a Service Lifecycle can solve Service Management problems
- Recognize Service Operation process activities
- Recognize Service Operation function activities
- Identify how to improve Service Operation performance
- Assess basic service issues
- Address basic service issues

**Introduction to Event Management**

It is essential that you know the status of all components in your IT infrastructure at any given time. Monitoring all events that occur can provide you with invaluable data to help your organization identify and isolate not only problems that are happening, but areas that require improvement before troubles exist. This course provides an introduction to Event Management, including its goals and scope, and how Event Management processes interact with other processes in the ITIL Service Lifecycle. The course also covers the specific components of Event Management including triggers and interfaces, and the detailed steps of Event Management. Finally, the course explores the key performance indicators, challenges and risks of Event Management, and the specific areas to consider when designing it.

- Explain the purpose of Event Management
- Outline the scope of Event Management
- Identify the advantages of Event Management to business
- Distinguish between types of events
- Identify what determines event types
- Recognize the purpose, scope, and business value of Event Management
- Recognize examples of different types of events
- Recognize how the Event Management process works
- Identify examples of triggers
- Identify processes with which Event Management interfaces
- Identify key information required in Event Management
- Distinguish between the activities in the Event Management process
- Recognize components and key data required in Event Management
- Explain the approach to service measurement in Event Management
- Outline how to build a service measurement framework for Event Management
- Explain what service measures should be defined in Event Management
- Specify the metrics used to measure the Event Management process

- Recognize how to meet the key challenges to effective Event Management
- Specify key factors when designing instrumentation for Event Management
- Recognize the functions of error messaging and thresholds in Event Management design
- Identify the requirements for effective event detection and alert mechanisms in Event Management design
- Determine risks faced by Event Management
- Design Event Management
- Determine Event Management objectives and policies
- Analyze how Event Management contributes to efficient services
- Analyze a design for Event Management

**Introduction to Incident Management**

No process in IT service delivery is foolproof; at some point in time an unplanned interruption will most likely occur ranging from a minor incident to the disastrous crashing of a critical system. The key to surviving any type of incident lies in an organization's ability to deal with incidents, no matter how big or small, as quickly and efficiently as possible so that services resume and service levels are brought back within acceptable range with as little impact as possible on other processes, the organization itself, users, and customers. This course introduces the goal and scope of Incident Management. Specifically, the course covers the purpose of Incident Management, as well as the value Incident Management provides to the overall organization. In addition, the course covers the elements to consider when managing incidents, including timescales, incident models, and major incidents.

- Identify the objectives of Incident Management
- Identify the critical success factors involved in Incident Management
- Sequence the activities in the Incident Management process
- Distinguish between Incident Management and Problem Management
- Recognize examples of events that are within scope of Incident Management
- Perform basic Incident Management
- Examine how basic Incident Management helps ensure service quality and maintain availability
- Outline why Incident Management is valuable to an organization
- Explain the approach to timescale policies in Incident Management
- Explain the approach to Incident Model policies in Incident Management
- Explain the approach to major incident policies in Incident Management
- Specify the value of Incident Management to business
- Determine the approach to handling incidents using Incident Management
- Analyze the basics of how Incident Management supports an organization

**Incident Management Interactions**

The ability to resolve a problem efficiently is critical for both you and your customers. But what happens when you have dozens, hundreds, or even thousands of customers each contacting you with the same issue? While you may be able to resolve each of their incidents one at a time, the loss of time, revenue, and resources is far too great to manage this way. Effective Incident Management is not just about resolving incidents as quickly as you can. It is about having the ability to identify and address widespread incidents, developing processes for handling categories of incidents as efficiently as possible, and taking proactive steps to address problems before incidents even occur based on patterns you see in incidents being reported. This course covers the nine steps in the Incident Management process, including identifying, categorizing, and closing incidents. This course also details the different ways incidents can be triggered, and the interfaces of incidents and Incident Management with other processes. Finally, the course covers the challenges, risks, and critical success factors of managing incidents effectively.

- Perform basic Incident Management following the Incident Management process
- Identify ways that incidents can be triggered
- Explain how Incident Management interfaces other Service Operation processes
- Identify the information management data used in Incident Management
- Manage incidents by applying the Incident Management process for a given scenario
- Classify Incident Management data according to its sources of information for a given scenario
- Break down the Incident Management process into its constituent activities and interfaces
- Identify examples of metrics used in Incident Management and how to report them
- Recognize examples of the challenges faced by Incident Management
- Identify the critical factors for successful Incident Management
- Specify the Incident Management metrics required to investigate an incident for a given scenario
- Determine the challenge posed to effective Incident Management for a given scenario
- Analyze the Incident Management process for a given scenario

**Introduction to Request Fulfillment**

When you think of reasons for contacting the IT Department in your organization, it is most likely to resolve a problem. Typically you contact them when something is not working right – whether it is a connection error, system crash, or other incident that impedes your ability to do your work. But more often than not, Service Desks also field requests for numerous situations that do not typically fall into the 'out of order' category, but require attention, time, and a quick turnaround – for example, someone needs a new password, to change an existing password, or they need to add a new software program to their machine. It is important for organizations to be able to manage these demands in an efficient way by having processes mapped out for these repetitive requests, and having dedicated staff to support these requests. This course provides an introduction to Request Fulfillment. Specifically, the course covers the purpose, scope, and benefits of Request Fulfillment to the organization.

- Recognize the objectives of Request Fulfillment
- Identify the scope of Request Fulfillment
- Distinguish between Request Fulfillment and Incident Management
- Specify what is included in a Request Model
- Assess the setup of a Service Desk's handling of service requests
- Recognize how Request Fulfillment benefits organizations
- Recognize how the Request Fulfillment process handles service requests
- Assess the value Request Fulfillment provides to business for a given scenario
- Examine the Request Fulfillment process for a given scenario
- Resolve service request problems using the Request Fulfillment process for a given example

**Request Fulfillment Process Interfaces and Challenges**

What would you think if you called your internet provider to get a new password, and they told you it was going to be a week before they could resolve your request? Or even worse, imagine them not being able to do it at all because of poor planning. Efficient Request Fulfillment is critical to keeping your customers happy. And in order to perform well, you need a clear definition of the types of requests that can flow through Request Fulfillment processes, and well-planned procedures for addressing the requests. You also need to be able to foresee possible risks, so you can implement preventative measures. This course covers the components of Request Fulfillment, including triggers, interfaces, and necessary information for adequately addressing common requests.

- Identify the triggers and interfaces of the Request Fulfillment process
- Identify the types of information in the information sources necessary for Request Fulfillment
- Distinguish between examples of the components of the Request Fulfillment process
- Apply the Request Fulfillment process for a given scenario
- Decompose the Request Fulfillment process into its key components
- Identify the key metrics for measuring the effectiveness of the Request Fulfillment process
- Identify the typical challenges faced by Request Fulfillment
- Recognize the critical factors for successful Request Fulfillment
- Assess the effectiveness of the Request Fulfillment process for a given example
- Analyze the Request Fulfillment process for a given scenario

**Introduction to Problem Management**

Problems will inevitably crop up at some point while managing your IT Service Lifecycle. Usually they are first noticed when the incidents they cause are detected. Proper Problem Management aims to eliminate recurring incidents by addressing the root problem causing them, through efficient detection, investigation, diagnosis, and resolution practices. This course covers the purpose and scope of Problem Management, its value to the organization, and specifically the value and use of problem models in Problem Management. This course also provides a detailed view of the Problem Management process, including using tools like Ishikawa diagrams and Pareto Analysis, to investigate and diagnose specific problems.

- Recognize the objectives of Problem Management
- Identify the scope of Problem Management
- Distinguish between Problem Management and Incident Management
- Recognize how Problem Management benefits organizations
- Specify what information is included in the Problem Model
- Assess a Service Desk's approach to Problem Management
- Distinguish between proactive Problem Management and reactive Problem Management
- Recognize the initial steps of the Problem Management process, given a scenario
- Recognize which problem investigation and diagnosis technique to use, given an example
- Identify the steps in a Pareto Analysis
- Recognize alternatives to problem resolution
- Recognize the procedure for positive problem resolution
- Identify post-problem resolution procedures
- Examine the Problem Management process for a given scenario
- Resolve Problem Management issues for a given scenario

**Problem Management Process Interfaces and Challenges**

An efficient Problem Management process is vital in ensuring your organization is ready to handle and resolve problems successfully. And the ability to know what information is important and how to use that information to analyze how well your Problem Management process is performing can mean the difference between success and failure in your Problem Management efforts. This course details the components of Problem Management, including triggers such as staff, suppliers, and testing. This course also covers the interfaces of Problem Management with other processes across the Service Lifecycle and the specific information systems used in Problem Management. Finally, the course details the critical success factors necessary for ensuring successful operations in Problem Management.

- Identify reasons why Problem Records are triggered
- Recognize how Problem Management interfaces with Service Transition processes
- Recognize how Problem Management interfaces with Service Design processes
- Recognize how Problem Management interfaces with the Service Level Management process
- Recognize how Problem Management interfaces with the Financial Management process
- Identify the function of the Configuration Management System (CMS) in Problem Management
- Identify the function of the Known Error Database in Problem Management
- Specify the interface procedures of Problem Management during the Service Lifecycle
- Assess how the CMS and Known Error Database support the Problem Management process
- Identify the key metrics for measuring the effectiveness of the Problem Management process
- Recognize the approach to analyzing metrics in Problem Management
- Recognize the key questions to ask when analyzing metrics in Problem Management, given an example
- Identify the critical success factors of Problem Management
- Assess the effectiveness of the Problem Management process for a given example
- Resolve issues with the Problem Management process for a given scenario

**Introduction to Access Management**

You probably would not leave the keys to your car, house, or office lying around for anyone to grab and use as they please. The same attention you give to protecting your physical valuables should be considered when protecting the confidentiality, availability, and integrity of your organization's IT data and intellectual property. Proper Access Management is critical for providing access to users who require it, and keeping out those who do not. This course covers the purpose, scope, and value of Access Management to the organization. This course also details the steps in the process for managing access, including requesting access, verification, providing rights, monitoring, logging and tracking, and removing and restricting rights where necessary. Finally, the course covers the key performance indicators used to check the efficiency and effectiveness of an organization's Access Management process, and critical factors to ensure success.

- Recognize the purpose of Access Management
- Identify examples that are part of the scope of Access Management
- Distinguish between Access Management policies
- Identify the advantages of Access Management to an organization
- Examine the basic approach of Access Management
- Recognize how the Access Management process works
- Identify the ways in which Access Management can be triggered
- Recognize how Access Management interfaces with other processes
- Recognize how user identity is established in Access Management
- Specify key considerations for establishing user groups in Access Management
- Use Access Management to provide user access to an organization
- Manage changes in user status
- Identify key metrics for measuring the effectiveness of Access Management
- Identify the critical success factors of Access Management
- Resolve issues with the Access Management process for a given scenario

**Introduction to the Service Desk**

Whether you call your internet provider because you cannot connect to your bank because your online banking password isn't working or your satellite television provider because your signal is poor, chances are all these different calls for completely different things will have at least one thing in common – you will reach a Service Desk. This is because most IT service providers recognize the value and necessity of a Service Desk for their internal and external customers. Service Desks are an integral point of contact in organizations for addressing IT service-related issues, concerns and questions, and it is essential they are set up properly in order to achieve customer satisfaction and organizational objectives. This course covers the importance and benefits of the Service Desk in an IT service delivery organization, as well as the objectives and responsibilities Service Desks strive to deliver. This course also covers the different Service Desk organizational structures, such as local, centralized, and virtual, and also explores the different considerations, such as the environment that must be addressed when setting up and maintaining a Service Desk.

- Recognize the key features of a Service Desk
- Identify the benefits a Service Desk brings to an organization
- Identify the responsibilities of the Service Desk
- Specify the role of the Service Desk
- Distinguish between the different benefits a Service Desk brings to an organization
- Determine the objective and responsibilities of the Service Desk
- Identify each of the different Service Desk organizational structures
- Classify considerations when setting up a Service Desk
- Identify considerations for staffing a Service Desk
- Match the staff roles needed for the Service Desk to their descriptions
- Analyze Service Desk requirements for a given scenario

**Service Desk Metrics and Outsourcing**

Service Desks are an integral part of any IT service-providing organization, and it is vital to accurately and consistently measure how your Service Desk is performing to ensure it is addressing the needs of customers and users, and also to make changes where necessary. When a decision is made to outsource a Service Desk, there are also special considerations that must be planned to ensure that customers and users receive a consistent level of service. This course covers the purpose and importance of using metrics to evaluate the performance of a Service Desk, including metrics like average turnaround times and resolution rates. This course also details the different types of user satisfaction surveys that can be used to assess customer and user perceptions of Service Desk operations. Finally, the specific considerations that must be addressed when the choice is made to outsource the Service Desk, including common tools and processes, SLA targets, good communications, and ownership of data are covered.

- Recognize the need for realistic Service Desk metrics
- Identify the detailed metrics required to evaluate Service Desk performance
- Recognize the considerations involved when planning user satisfaction surveys
- Identify different types of user satisfaction survey techniques and tools
- Analyze the importance of Service Desk metrics for a given scenario
- Distinguish between 'hard' and 'soft' metrics
- Identify the most appropriate survey technique to use for a given scenario
- Identify considerations involved in outsourcing the Service Desk
- Recognize the safeguards used to ensure outsourced Service Desk integration
- Propose an upgraded, outsourced Service Desk solution for a given scenario

**Introduction to Functions**

When you hear the term ‘manage’, you might typically think in terms of people management – the staff and human resources of an organization that perform the work of the business. However, much more than just people are managed in a successful IT organization. The tools, systems, and networks they use, and the processes and tasks they perform must also be managed. Management of the technical assets and architecture, and management of how those assets and architecture are used, maintained, supported, and delivered are essential to a complete and efficient IT organization. This course covers the Technical Management function, including its role, objectives, and activities. The course also covers the role and objectives of the IT Operations Management function, and the documentation created and used in this function such as standard operating procedures, operations logs, shift schedules and Reports, and operations schedules.

- Recognize the roles of Technical Management in an IT organization
- Classify different Technical Management activities
- Recognize the aims and roles of Technical Management
- Distinguish between different Technical Management activity types
- Recognize the characteristics of IT Operations Management
- Identify how IT Operations Management balances its dual roles
- Recognize how IT Operations Management is organized
- Identify the different types of documentation produced by IT Operations Management
- Distinguish between the distinct roles of IT Operations Management
- Predict the activities of IT Operations Management for a given scenario
- Distinguish between different types of documentation produced by IT Operations Management

**Function Activities**

Every IT service requires applications – software that provides functioning for systems, services, and processes. And proper Application Management is critical to successfully delivering, supporting, and maintaining IT services in your organization, both internally to your users and to your external customers. This course covers the high level and low level roles of the Application Management function within the organization, and the objectives of Application Management. This course also details both the generic and specific activities that are part of the Application Management function.

- Recognize the roles of Application Management
- Identify how Application Management meets its objectives
- Categorize the generic activities of Application Management
- Identify the application-specific activities of Application Management
- Analyze the Application Management requirements of an IT team for a given scenario

**Technology and Implementation Considerations**

Implementing processes and technologies in any organization requires significant planning, analysis and management. Implementing Service Management process capabilities is no different. The method of implementation must be planned, requirements must be identified, and technologies must be carefully evaluated before proceeding with the implementation. Expected challenges and potential risks must also be identified and mitigated wherever possible. This course covers the technology considerations when implementing Service Management process capabilities, including the generic tool requirements and how to properly evaluate tools for consideration. This course also covers implementation considerations, including best practices in Project, Risk and Staff Management, as well as challenges, risks, and critical success factors to address during implementation.

- Recognize the need for an integrated set of Service Management technology
- Match the generic requirements of an integrated set of Service Management technology for Service Operation, with their descriptions
- Identify the general consideration when evaluating Service Management tools
- Recognize the stages of the MoSCoW analysis
- Identify specific considerations when evaluating Service Management tools
- Analyze the ITSM tool needs of an organization for a given scenario
- Classify considerations when implementing Service Operation
- Identify the factors affecting the implementation of Service Management technologies
- Recognize the challenges within Service Operation when implementing ITSM
- Match the critical success factors that mitigate the challenges when implementing ITSM to their descriptions
- Identify the risks faced if the challenges within Service Operation are not met
- Analyze Service Operation implementation for a given scenario
- Analyze the critical success factors to meet the challenges and risks involved in implementing Service Operation for a given scenario

**ITIL Operational Support & Analysis exam**

Generally taken near the end of a program, Final Exam enables the learner to test their knowledge in a testing environment.

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