

# **Itil Service Capability Operational Support And Analysis**

*This book presents the latest syllabus content and expert examination guidance, making it the definitive study aid for the IT service management intermediate examinations. Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams, the book also covers the syllabus topics which are common across most of the modules. Chapters are organised with references to the core publications, and self-assessment questions help students prioritise those topics they need to revise. The book contains sample exam questions, advice on how to dissect questions and scenarios, and exam answers that are thoroughly explained to aid the learning process. The expert-led, full-coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams. Written by Service Management and ITIL framework experts, this book gives you everything you need to pass, including full coverage of all objectives for all four exams. Clear, concise explanations walk you through the process areas, concepts, and terms you need to know, and real-life examples show you how they are applied by professionals in the field every day. Although this guide is designed for exam preparation, it doesn't stop there – you also get expert insight on major topics in the field. The discussion includes operational support and analysis; planning, protection and optimization; release, control and validation; and service offerings and agreements that you'll need to know for the job. ITIL is the most widely-adopted IT Service Management qualification in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This book is your ideal companion for exam preparation, with comprehensive coverage and detailed information. Learn service strategy principles, organization, and implementation Master the central technologies used in IT Service Management Be aware of inherent challenges, risks, and critical success factors Internalize the material covered on all four ITIL exams The ITIL qualification is recognized around the globe, and is seen as the de facto certification for those seeking IT Service Management positions. Passing these exams requires thorough preparation and rigorous self-study, but the reward is a qualification that can follow you anywhere. ITIL Intermediate Certification Companion Study Guide for the ITIL Service Capability Exams leads you from Foundation to Master, giving you everything you need for exam success.*

*This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis. The focus is on effectively monitoring events, and responding to user requests, minimizing the impact of incidents, and identifying and proactively resolving underlying problems. This book covers practical guidance on the design*

and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL OSA areas: Change Management, Event Management, Incident Management, Request Management, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management. Operational Support and Analysis Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management. This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services, including: [ Service Management as a Practice [ Service Operation Principals [ The Processes pertaining to Operational Support and Analysis across the Service Lifecycle [ Specific emphasis on the Service Operation Lifecycle processes and roles included in: [ Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service [ Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels [ Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products [ Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented [ Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users [ Operational activities of processes covered in other Lifecycle phases such as: [ Change Management [ Service Asset and Configuration Management [ Release and Deployment Management [ Capacity Management [ Availability Management [ Knowledge Management [ Financial Management for IT Services, and [ IT Service Continuity Management [ Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management [ Service Operations and Support Service Operation roles and responsibilities [ Technology and Implementation Considerations The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Operations. Other guidance provided includes: [Example template for incident records/tickets. [Suggested criteria for implementing Operational Support and Analysis (OSA) processes. [Explanation of the more abstract ITIL concepts to improve understanding. [Review questions to assist study for the ITIL OSA exam.

Modern day IT Services and its subsequent businesses are going through a vast range of changes. These are changes in either demand or the way technology is evolved in the day to day life. IT Industry has been through the phases from business-oriented units to end-user-oriented services. If we look into the history of the IT industry, then we do not need not go beyond the 20th century. It was a UK government initiative that started one of the first frameworks to enhance

*capacities delivered by IT industry. ITIL® should be given credit for how the IT development work is conducted in today's scenario. When the UK government implemented this framework in general IT practices, the IT work was done for the end users but with a focus towards the businesses. The enhancements in industry ensured that innovations are part of the industry but now the focus is moved from a phase to other. Today, a consumer holds the maximum power to influence biggest business decisions. Until a few years ago, the IT industry had a life that focussed on what requirements clients are looking to fulfill with. Now clients have to sustain that trend and add a separate set that talks about their product's end users. Infrastructure as a Service (IaaS), Software as a Service (SaaS), Platform as a Service (PaaS) etc came to existence as these gave an idea to address end-users expectations directly even when serving the client. There are other project management frameworks that assist organisations developing their processes but ITIL has a unique advantage as it guides on not only setting up the process but to add a flavor of the service industry. I am trying to put all my professional experiences and knowledge earned through the trainings in this book. Wish you all a Happy Learning time!*

*ITIL V3 Intermediate Capability*

*The ITIL® v3 - Basics*

*2013 Edition*

*ITIL Foundation All-in-One Exam Guide*

*ITIL Intermediate Capability Handbook, [pack of 10 Copies]*

*The Official Introduction to the ITIL Service Lifecycle*

**IT Governance: Policies and Procedures, 2016 Edition** is the premier decision-making reference to help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization. Not only does it provide extensive sample policies, but this valuable resource gives you the information you need to develop useful and effective policies for your unique environment. **IT Governance: Policies and Procedures** provides fingertip access to the information you need on: Policy and planning Documentation Systems analysis and design And more!

The first edition of this book is regarded as a classic in its field. Now, in an expanded and updated version of *The Art of Service's* book, the authors once again present a step-by-step guide to getting to ITIL v3 OSA. This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis. The focus is on effectively monitoring events, and responding to user requests, minimizing the impact of incidents, and identifying and proactively resolving underlying problems. This book covers practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL OSA areas: Change Management, Event Management, Incident Management, Request Management, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management and Application Management. **Operational Support and Analysis Best Practices** is designed to complement the certified ITIL V3 Capability Programs for IT Service Management. This book focuses on describing the industry best practices for the Operational Support and Analysis of IT Services, including:

- ¢ Service Management as a Practice
- ¢ Service Operation Principals
- ¢ The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
- ¢ Specific emphasis on the Service Operation Lifecycle processes and roles included in:
- ¢ Event

Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service

- Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels
- Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products
- Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented
- Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users

Operational activities of processes covered in other Lifecycle phases such as:

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Capacity Management
- Availability Management
- Knowledge Management
- Financial Management for IT Services, and
- IT Service Continuity Management

Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management

Service Operations and Support Service Operation roles and responsibilities

Technology and Implementation Considerations

The information provided in this book is based on version 3 of the ITIL framework, predominantly focusing on the volume of Service Operations. Other guidance provided includes:

- Example template for incident records/tickets.
- Suggested criteria for implementing Operational Support and Analysis (OSA) processes.
- Explanation of the more abstract ITIL concepts to improve understanding.
- Review questions to assist study for the ITIL OSA exam.

Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, should do at least as well as the first edition, which is a bestseller.

Everything you need to prepare for the ITIL exam - Accredited to 2011 syllabus

The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy

Highlights the topics of service design and development and the service management processes

Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation

Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology

Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

'ITIL(R) Intermediate Release, Control and Validation - 4 days

The four courses in Service Capability is aimed at students who need deep knowledge of the processes and the roles of ITIL. Service Lifecycle covered in the course but the primary focus is on processes, functions, roles and activities of its application and use by lifecycle. The courses within the Service Capability is role-based modules, each with a separate certification. Each course includes a grouping of processes and roles within ITIL is intended to give participants a specific knowledge of the practice and application related to the daily work. You'll learn You get a deeper understanding of the part of the ITIL framework which deals with testing, validation and deployment of services. The course is aimed primarily at people working

actively to plan and execute changes in IT services. You get a deeper understanding of the interaction between the requirements definition, testing and deployment as well as the importance of having a well functioning configuration management. Target group The target group of the ITIL Expert Qualification: Release, Control and Validation is:

- Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization.
- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities. This may include but is not limited to, IT professionals, business managers and business process owners.

Exam The examination is closed book and made up of multiple choice questions based on a scenario. Students will be allowed 120 minutes to answer the questions. You need at least 70% (28/40 points) to pass. Prerequisites Candidates wishing to pass the exam for this qualification must already hold the ITIL Foundation Certificate.

Service strategy

ITIL Service Offerings and Agreements (SOA) Full Certification Online Learning and Study Book Course - the ITIL Intermediate SOA Capability Complete Certification Kit - Third Edition

ITIL Practitioner Guidance (Japanese Edition)

IT Governance: Policies and Procedures, 2020 Edition

ITIL V3 Service Capability OSA

The Integrated Architecture Framework Explained

*The Open Group IT4IT Reference Architecture, Version 2.0, an Open Group Standard, provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT. The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain-based operating model. The IT Value Chain has four value streams supported by a reference architecture to drive efficiency and agility. The four value streams are: Strategy to Portfolio Request to Fulfill Requirement to Deploy Detect to Correct Each IT Value Stream is centered on a key aspect of the service model, the essential data objects (information model), and functional components (functional model) that support it. Together, the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle. The IT4IT Reference Architecture: Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone (common data model/context) Supports real-world use-cases driven by the Digital Economy (e.g., Cloud-sourcing, Agile, DevOps, and service brokering) Embraces and complements existing process frameworks and methodologies (e.g., ITIL®, CoBIT®, SAFe, and TOGAF®) by taking a data-focused implementation model perspective, essentially specifying an information model across the entire value chain The audience for this standard is: IT Professionals who are responsible for delivering services in a way that is flexible, traceable, and cost-effective IT Professionals / Practitioners who are focused on instrumenting the IT management landscape IT Leaders who are concerned about their operating model Enterprise Architects who are responsible for IT business transformation Topics covered include: An introduction to the standard and the purpose of the IT4IT work Key terminology of the standard An introduction for*

*executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts IT4IT Core, which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard The Strategy to Portfolio (S2P) Value Stream The Requirement to Deploy (R2D) Value Stream The Request to Fulfill (R2F) Value Stream The Detect to Correct (D2C) Value Stream Background information on the standard. The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL SOA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course; you are out of touch with your work for 5 days and including the course fee: the costs are insurmountable. Take the online learning option instead and study at your own pace. Course Description: This online learning course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the SOA process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Service Offerings and Agreements of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG Intermediate Level Certificate Service Offerings and Agreements. Learning Objectives: At the end of this course, the learner will gain competencies in: \* Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle \* Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes \* The activities, methods and functions used in each of the Service Offerings and Agreements processes \* The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence \* How to measure Service Offerings and Agreements performance \* The importance of IT Security and how it supports Service Offerings and Agreements \* Understanding technology and implementation requirements in support of Service Offerings and Agreements \* The challenges, critical success factors and risks related with Service Offerings and Agreements Pre-requisites: ITIL Foundation Certificate, it is highly recommended that you read the Service Offerings and Agreements book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: \* Access to presentations with trainer audio \* The Art of Service Service Offerings and Agreements Book \* Exercises + Answers \* Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL SOA and paves the way to ITIL Expert Certification, should do at least as well as the first and second edition, which are bestsellers. ITIL Operational Support and Analysis (OSA), one of the qualifications in the ITIL Service Capability work stream, focuses on the practical application of OSA practices in order to enable*

*event, incident, request, problem, access, technical, IT operations and application management. The issues, opportunities and challenges of aligning information technology more closely with an organization and effectively governing an organization's Information Technology (IT) investments, resources, major initiatives and superior uninterrupted service is becoming a major concern of the Board and executive management in enterprises on a global basis. An integrated and comprehensive approach to the alignment, planning, execution and governance of IT and its resources has become critical to more effectively align, integrate, invest, measure, deploy, service and sustain the strategic and tactical direction and value proposition of IT in support of organizations. Much has been written and documented about the individual components of IT Governance such as strategic planning, demand (portfolio investment) management, program and project management, IT service management and delivery, strategic sourcing and outsourcing, performance management and metrics, like the balanced scorecard, compliance and others. Much less has been written about a comprehensive and integrated IT/Business Alignment, Planning, Execution and Governance approach. This new title fills that need in the marketplace and gives readers a structured and practical solutions using the best of the best principles available today. The book is divided into nine chapters, which cover the three critical pillars necessary to develop, execute and sustain a robust and effective IT governance environment - leadership and proactive people and change agents, flexible and scalable processes and enabling technology. Each of the chapters also covers one or more of the following action oriented topics: demand management and alignment (the why and what of IT strategic planning, portfolio investment management, decision authority, etc.); execution management (includes the how - Program/Project Management, IT Service Management and Delivery with IT Infrastructure Library {ITIL} and Strategic Sourcing and outsourcing); performance, risk and contingency management (e.g. includes COBIT, the balanced scorecard and other metrics and controls); and leadership, teams and people skills. Endorsements 'Selig has brought together his years of practical experience and his academic training to produce a valuable resource on how to successfully manage IT. He uses IT governance as the focal point for executing best practices to create alignment between IT and the business. In today's marketplace, where no organization can compete effectively without alignment, this book can become the executive handbook for IT management'Christine V. Bullen, Senior Lecturer, Howe School of Technology Management, Stevens Institute of Technology 'Dr. Selig has written an extremely comprehensive book on IT Governance. It is so comprehensive that today's IT leader need look at few other sources to ensure that they have nailed what it takes to lead a world-class IT organization. It provides details, yet serves as a easily reference-able road-map for today's busy IT executives it's a great desktop companion!'Stu Werner, Executive Vice President and CIO, Li & Fong, U.S.A. 'Dr. Selig's book on this topic is a great resource for all IT practitioners and brings together every critical aspect relating to IT governance. This book lays out a roadmap to executing within a solid governance model. It looks at all aspects of establishing, maintaining, growing and sustaining an IT ecosystem. The combination of case studies and disciplined approaches to building well structured processes, committed leaders and change agents will help the board, executive management and most of all, CIO's and IT professionals think through what has worked, what can work and how to deploy IT governance successfully. I very much enjoyed reading the chapters. I think you have a great book and I look forward to reading it when it comes out'Dick LeFave, CIO, Sprint Nextel 'In an era when strong IT governance is an increasingly critical component of visionary business and technology leadership, Dr Selig's book provides a welcome compendium of successful practices.*

*Experienced leaders will find it a valuable reference, while early-career managers will appreciate the clear, actionable framework for developing high-quality, sustainable governance models of their own'*Hank Zupnick, CIO, GE Real Estate *'Dr Selig's book is a well thought out and comprehensive reference guide on the successful governance of IT in context of the larger business. It successfully combines practical check lists and governance models with real world insights in an easy to read format. The book is organized into logical sections that make it easy to find topics of relevance. This book will be useful when setting up a new governance model or challenging and improving what is in place today. It is written in a format that allows the reader to stand back from the detail and look at the bigger picture, recognizing that an integrated approach to IT governance is critical to the overall health of a successful business. Dr Selig has captured this complex topic in a way that will prove a valuable reference for all levels of Executives and managers that are involved in IT governance'* Nicholas Willcox, Director IT, Unilever Americas *'Dr. Selig's blend of executive IT and senior level business experience in major companies combined with many years of teaching experience and research effort have enabled him to create a unique book that blends many different components and perspectives on IT Governance into a single framework. Written for senior and aspiring IT and business leaders, his book draws upon practical experience, research, and best practices as well as the collective wisdom of the many senior IT leaders he has interacted with in teaching IT Governance. A five star rating!'*James R. Shea, Director, Syracuse University, Center for Business Information Technologies *'Dr. Selig has created a veritable IT Governance Encyclopedia for the 21st century IT executive. If something isn't covered here, you probably don't need to know it'*Peter Schay, Executive VP, The Advisory Council

*The ITIL Intermediate SOA Capability Complete Certification Kit*

*The Stationery Office Annual Catalogue*

*Passing Your ITIL Intermediate Exams*

*Operational Support and Analysis*

*ITIL - Operational Support and Analysis*

*ITIL V3 Service Capability Ppo - Planning, Protection and Optimization of It Services Best Practices Study and Implementation Guide*

IT Governance Policies and Procedures, 2013 Edition is the premier decision-making reference to help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization. Not only does it provide extensive sample policies, but this valuable resource gives you the information you need to develop useful and effective policies for your unique environment. IT Governance Policies and Procedures provides fingertip access to the information you need on: Policy and planning Documentation Systems analysis and design And more! IT Governance Policies and Procedures, 2013 Edition has been updated to include: A new chapter covering service level agreements Updated information and new policy covering Agile project management Updated information on managing mobile devices such as tablets and smartphones New policies for managing user devices including "bring your own device" policy, flash drive usage, and loaning out hardware for temporary use New information and policy for managing the use of public and private "app stores" for downloading software on mobile devices such as tablets and smartphones The latest best practices for relocating your technology infrastructure when moving departments or your entire organization New information on measuring the effectiveness of your training



programs Updated information and policy for managing IT training And much more!  
The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL RCV Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. On-demand eLearning: Do not pay over \$ 3,000.00 for a 5 day class room based course - you are out of touch with your work for 5 days and including the course fee: the costs are insurmountable: take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the RCV process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG Intermediate Level Certificate Release, Control and Validation. Learning Objectives: At the end of this course, the learner will gain competencies in: \* Understanding Service Management as a Practice, Service Operation principles, purpose and objective \* Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes \* The activities, methods and functions used in each of the Release, Control and Validation processes \* The application of Release, Control and Validation processes, activities and functions to achieve operational excellence \* How to measure Release, Control and Validation performance \* The challenges, critical success factors and risks related with Operational Support and Analysis \* An in-depth understanding of Change Management, Service Validation and testing, Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes \* The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle \* Technology and implementation considerations surrounding Release, Control and Validation \* Challenges, critical success factors and risks associated with this module Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management. It is highly recommended that you read the Release, Control and Validation book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: \* Access to presentations with trainer audio \* The Art of Service Release, Control and Validation Book \* Exercises + Answers \* Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL RCV

and paves the way to ITIL Expert Certification, should do at least as well as the first edition, which is a bestseller.

This official introduction is a gateway to ITIL. It explains the basic concept of IT Service Management (ITSM) and the place of ITIL, introducing the new lifecycle model, which puts into context all the familiar ITIL processes from the earlier books. It also serves to illuminate the background of the new ITIL structure. This title introduces ITSM and ITIL, explains why the service lifecycle approach is best practice in today's ITSM, and makes a persuasive case for change. After showing high level process models, it takes the reader through the main principles that govern the new version: lifecycle stages, governance and decision making, then the principles behind design and deployment, and operation and optimisation.

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 OSA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL v3 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 and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Operational Support and Analysis. Learning Objectives: At the end of this course, the learner will gain competencies in: \* Understanding Service Management as a Practice, Service Operation principles, purpose and objective \* Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes \* The activities, methods and functions used in each of the Operational Support and Analysis processes \* The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence \* How to measure Operational Support and Analysis performance \* The importance of IT Security and how it supports Operational Support and Analysis \* Understanding technology and implementation requirements in support of Operational Support and Analysis \* The challenges, critical success factors and risks related with Operational Support and Analysis As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2

Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program.

Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts.

Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the eLearning course are in the book. Program Materials: \* Access to presentation with trainer audio \* The Art of Service Operational Support and Analysis Book \* Exercises ] Answers (where applicable) \* Mock Exam questions

Operational Support and Analysis of IT Services Best Practices Study and Implementation Guide

Introduction to the ITIL service lifecycle

ITIL Planning, Protection and Optimization (PPO) Full Certification Online Learning and Study Book Course - the ITIL Intermediate PPO Capability Complete Certification Kit, Third Edition

Intermediate ITIL Service Capability Exams Policies and Procedures, 2017 Edition

Operational Support and Analysis : Exam Preparation Guide

Updated in line with the ITIL 2011 editions and the Operational Support and Analysis (OSA) syllabus, this quick-reference guide will help you as you study for the OSA of the ITIL Intermediate Capability qualification. Beyond the exam, this handbook is a practical resource that can be used in the workplace. Companion volumes covering other Intermediate Capability modules are also available

Complete, detailed preparation for the Intermediate ITIL Service Lifecycle exams. Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus, with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation, Service Design, Service Transition, Continual Service Improvement, and Service Strategy. Using clear and concise language, this useful companion guides you through each Lifecycle module and each of the process areas, helping you understand the concepts that underlie each skill required for certification. Illustrative examples demonstrate how these skills are applied in real-world scenarios, helping you realize the importance of what you're learning each step of the way. Additional coverage includes service strategy principles and processes, governance, organization, implementation, and technology considerations, plus guidance towards common challenges and risks. ITIL is the most widely adopted approach for IT Service Management in the world, providing a practical, no-nonsense framework for identifying, planning, delivering, and supporting IT services to businesses. This study guide is the ultimate companion for certification candidates, giving you everything you need to succeed in a single informative volume. Review the information needed for all five Lifecycle exams Examine real-life examples of how these concepts are applied Gain a deep understanding of each of the process areas Learn more about governance, organization, implementation, and more The Intermediate ITIL Service Lifecycle exams expect you

demonstrate thorough knowledge of the concepts, processes, and functions related to the modules. The certification is recognized around the world as the de facto standard for Service Management, and the skills it requires increase your value to any business. This complete, detailed exam preparation, ITIL Certification Companion Study Guide for Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool.

This user-friendly book aims to assist candidates pass the ITIL® OSA Intermediate examination. It not only references the source material from the core ITIL texts but also gives practical guidance based on real life. Exam candidates no longer have to rely on their memory and revision, but are able to draw on their understanding of the source material and thereby significantly increase their chance of success in both the examination and the adoption of the principles in their professional life. An ITIL® Licensed Product.

This guide provides a quick reference to the processes covered by the ITIL V3 Operational Support and Analysis syllabus. It is designed as a revision aid for students taking the ITIL Capability qualification for Operational Support and Analysis, and a handy portable reference source for practitioners who work with these processes.

Implementing IT Governance - A Pocket Guide

Operational Support and Analysis of It Services Best Practices Study and Implementation Guide

ITIL 4 Create, Deliver and Support

ITIL Operational Support and Analysis (OSA) Full Certification Online Learning and Study Book Course - the ITIL Intermediate OSA Capability Complete Certification Course Third Edition

It Governance

Itil Intermediate Release, Control and Validation Courseware

IT Governance: Policies & Procedures, 2020 Edition is the premier decision-making reference to help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization. Not only does it provide extensive sample policies, but this valuable resource gives you the information you need to develop useful and effective policies for your unique environment. IT Governance: Policies & Procedures provides fingertip access to the information you need on: Policy and planning Documentation Systems analysis and design And more! Previous Edition: IT Governance: Policies & Procedures, 2019 Edition ISBN 9781543802221

The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL PPO Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course; you are out of touch with your work for 5 days and including the course fee: the costs are insurmountable. Take the online learning option instead and study at your own pace. Course Description: This online learning course immerses

learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning, Protection and Optimization of services and service delivery. The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Planning, Protection and Optimization of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG Intermediate Level Certificate Planning, Protection and Optimization. Learning Objectives: At the end of this course, the learner will gain competencies in: - Plan key activities for the Planning, Protection and Optimization processes in the context of the Service Lifecycle - Attain operational excellence by using the Planning, Protection and Optimization processes, activities and functions - Measure the success of Planning, Protection and Optimization by applying key metrics - Utilize capacity and availability management to realize successful Service Design - Ensure that services are fit-for-purpose and fit-for-use - Identifying and mitigating risks - Apply Continual Service Improvement Pre-requisites: ITIL Foundation Certificate, it is highly recommended that you read the Planning, Protection and Optimization book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: - Access to presentations with trainer audio - The Art of Service Planning, Protection and Optimization Book - Exercises + Answers - Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL PPO and paves the way to ITIL Expert Certification, should do at least as well as the first and second edition, which are bestsellers.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification.

Written by an Information Technology Infrastructure Library (ITIL) consulting and training expert, this all-new guide helps you pass the ITIL v3 Foundation certification exam and serves as an on-the-job reference. ITIL Foundation All-in-One Exam Guide takes you through ITIL Foundation v3 (2011), explaining the fundamentals of IT Service Management, the five stages of the service lifecycle, ITIL processes, functions within them, and their crucial interactions, all while clearing up common misapprehensions about ITIL and adding valuable

insights and examples. The ITIL is the best practice framework adopted worldwide for managing IT services, and the ITIL Foundation Certification can be considered a pre-requisite for success for all involved in IT services, as well as a stepping stone to IT Service Management certifications in ITIL. Exam Tips, accelerated reviews, and end-of-chapter practice exam questions ensure you're on track to pass the Foundation exam. Filled with practical exercises and examples that reinforce learning, the book and electronic content include more than 300 practice exam questions and exclusive, real-world examples of how an understanding of ITIL can be used to address common service management challenges. ITIL Licensed Product -- an official endorsement of the quality and accuracy of the book's content Electronic content includes practice exams in a customizable test engine, video training from the author on key concepts, worksheets, and a Quick Review Guide In-depth case studies analyze projects end-to-end through ITIL's framework, taken from the author's 40 years of experience as an ITIL consultant Jim Davies, ITSM UK's 2013 Trainer of the Year and ITIL Champion provides his "10 Commandments" of IT Service Management

Release, Control and Validation (RCV) Full Certification Online Learning and Study Book Course

ITIL® Intermediate Release, Control and Validation Courseware

ITIL V3 Operational Support and Analysis (OSA) Full Certification Online Learning and Study Book Course - the ITIL V3 Intermediate OSA Capability Complete Certification Kit

Operational Support and Analysis ITIL V3 Intermediate Capability Handbook (Single Copy)

Get to know a Successful Project Management Framework

A Guide for Itil(r) V3 Exam Candidates

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**Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This online learning course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and**

processes associated with the Service Offerings and Agreements of services and service delivery. The main focus of this course is on the SOA process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Service Offerings and Agreements of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Service Offerings and Agreements. Learning Objectives: At the end of this course, the learner will gain competencies in: \* Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle \* Knowing the important role of Service Offerings and Agreements inservice provision and understanding of how the in-scope processes interact with other Service Lifecycle processes \* The activities, methods and functions used in each of the Service Offerings and Agreements processes \* The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence \* How to measure Service Offerings and Agreements performance \* The importance of IT Security and how it supports Service Offerings and Agreements \* Understanding technology and implementation requirements in support of Service Offerings and Agreements \* The challenges, critical success factors and risks related with Service Offerings and Agreements As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Service Offerings and Agreements book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: \* Access to presentations with trainer audio \* The Art of Service Service Offerings and Agreements Book \* Exercises + Answers \* Mock Exam questions

The Open Group IT4ITTM Reference Architecture, Version 2.1, an Open Group Standard, provides a vendor-neutral, technology-agnostic, and industry-agnostic reference architecture for managing the business of IT. The Open Group IT4IT Reference Architecture standard comprises a reference architecture and a value chain-based operating model. The IT Value Chain has four value streams supported by a reference architecture to drive efficiency and agility. The four value streams are: • Strategy to Portfolio • Request to Fulfill • Requirement to Deploy • Detect to

**Correct Each IT Value Stream is centered on a key aspect of the service model, the essential data objects (information model), and functional components (functional model) that support it. Together, the four value streams play a vital role in helping IT control the service model as it advances through its lifecycle. The IT4IT Reference Architecture:**

- Provides prescriptive guidance on the specification of and interaction with a consistent service model backbone (common data model/context)
- Supports real-world use-cases driven by the Digital Economy (e.g., Cloud-sourcing, Agile, DevOps, and service brokering)
- Embraces and complements existing process frameworks and methodologies (e.g., ITIL®, CoBIT®, SAFe, and TOGAF®) by taking a data-focused implementation model perspective, essentially specifying an information model across the entire value chain

**The audience for this standard is:**

- IT Professionals who are responsible for delivering services in a way that is flexible, traceable, and cost-effective
- IT Professionals / Practitioners who are focused on instrumenting the IT management landscape
- IT Leaders who are concerned about their operating model
- Enterprise Architects who are responsible for IT business transformation

**Topics covered include:**

- An introduction to the standard and the purpose of the IT4IT work
- Key terminology of the standard
- An introduction for executives and others introducing the IT Value Chain and IT4IT Reference Architecture concepts
- IT4IT Core, which defines the structure of the IT4IT standard as well as the process and document structure used by the IT4IT standard
- The Strategy to Portfolio (S2P) Value Stream
- The Requirement to Deploy (R2D) Value Stream
- The Request to Fulfill (R2F) Value Stream
- The Detect to Correct (D2C) Value Stream
- Background information on the standard.

**ITIL was created by the UK government in the 1980s as an efficiency-improving initiative. This text gives an essential guide to the overall structure of ITIL and an outline of its principles.**

**Why, What, How**

**IT Governance: Policies and Procedures, 2019 Edition**

**Itil V3 Service Offerings and Agreements (Soa) Full Certification Online Learning and Study Book Course**

**ITIL Foundation Exam Study Guide**

**ITIL Service Strategy**

ITIL® Intermediate Release, Control and Validation – 4 days The four courses in Service Capability is aimed at students who need deep knowledge of the processes and the roles of ITIL. Service Lifecycle covered in the course but the primary focus is on processes, functions, roles and activities of its application and use by lifecycle. The courses within the Service Capability is role-based modules, each with a separate certification. Each course includes a grouping of processes and roles within ITIL is intended to give participants a specific knowledge of the practice and application related to the daily work. You'll learn You get a deeper understanding of the part of the ITIL framework which deals with testing, validation and deployment of services. The course is aimed primarily at people working actively to plan and execute changes in IT services. You get a deeper understanding of the interaction between the requirements definition, testing and deployment as well as the importance of having a well functioning configuration management. Target group The target group of the ITIL Expert



Qualification: Release, Control and Validation is: • Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications. • Individuals who require a deep understanding of ITIL Certificate in Release, Control and Validation processes and how it may be used to enhance the quality of IT service support within an organization. • IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme • Operational staff involved in Change Management, Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Request Fulfilment, Service Evaluation and Knowledge Management, who wish to enhance their role-based capabilities. This may include but is not limited to, IT professionals, business managers and business process owners. Exam The examination is closed book and made up of multiple choice questions based on a scenario. Students will be allowed 120 minutes to answer the questions. You need at least 70% (28/40 points) to pass. Prerequisites Candidates wishing to pass the exam for this qualification must already hold the ITIL Foundation Certificate.

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This book captures and communicates the wealth of architecture experience Capgemini has gathered as a member of The Open Group – a vendor- and technology-neutral consortium formed by major industry players – in developing, deploying, and using its “Integrated Architecture Framework” (IAF) since its origination in 1993. Today, many elements of IAF have been incorporated into the new version 9 of TOGAF, the related Open Group standard. The authors, all working on and with IAF for many years, here provide a full reference to IAF and a guide on how to apply it. In addition, they describe in detail the relations between IAF and the architecture standards TOGAF and Archimate and other development or process frameworks like ITIL, CMMI, and RUP. Their presentation is targeted at architects, project managers, and process analysts who have either considered or are already working with IAF – they will find many roadmaps, case studies, checklists, and tips and advice for their daily work.

ITIL Operational Support and Analysis (OSA) Full Certification Online Learning and Study Book Course - the ITIL Intermediate OSA Capability Complete Certification Kit, Third Edition The Itil V3 Intermediate Soa Capability Complete Certification Kit

ITIL Release, Control and Validation (RCV) Full Certification Online Learning and Study Book Course

Itil V3 Service Capability Osa

IT Governance Policies & Procedures

Policies and Procedures, 2016 Edition

The ITIL Intermediate RCV Capability Complete Certification Kit

*Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.'* On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online

learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Release, Control and Validation of services and service delivery. The main focus of this course is on the RCV process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Release, Control and Validation of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG/EXIN Intermediate Level Certificate Release, Control and Validation. Learning Objectives: At the end of this course, the learner will gain competencies in: \* Understanding Service Management as a Practice, Service Operation principles, purpose and objective \* Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes \* The activities, methods and functions used in each of the Release, Control and Validation processes \* The application of Release, Control and Validation processes, activities and functions to achieve operational excellence \* How to measure Release, Control and Validation performance \* The challenges, critical success factors and risks related with Operational Support and Analysis \* An in-depth understanding of Change Management, Service Validation and testing, Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes \* The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle \* Technology and implementation considerations surrounding Release, Control and Validation \* Challenges, critical success factors and risks associated with this module As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Release, Control and Validation book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the elearning course are in the book. Program Materials: \* Access to presentations with trainer audio \* The Art of Service Release, Control and Validation Book \* Exercises + Answers \* Mock Exam questions Management, Computers, Computer networks, Information exchange, Data processing, IT and Information Management: IT Service Management This volume provides updated guidance on how to design, develop and

*implement service management both as an organisational capability and a strategic asset. It is a guide to a strategic review of ITIL-based service management capabilities, with the aim of improving their alignment with overall business needs. It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies. It is also benefits managers at other levels, by explaining the logic of senior management decisions. ITIL Practitioner Guidance is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.*

*Intermediate ITIL Service Lifecycle Exams*

*The IT4ITTM reference architecture, Version 2.0*

*The IT4ITTM Reference Architecture, Version 2.1*

*ITIL Intermediate Certification Companion Study Guide*

*Service Offerings and Agreements (SOA) Full Certification Online Learning and Study Book Course*

This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis. The focus is on practical aspects of the ITIL v3 Service Lifecycle and processes associated with Planning, Protection and Optimization which ensures IT departments can cost-effectively manage customer demand, availability and capacity while mitigating risk. This book covers practical guidance on the design and implementation of integrated end-to-end processes based on proven industry best practice guidelines. It provides in-depth knowledge of the ITIL® PPO areas: Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management, Demand Management, Risk Management and Continual Service Improvement. Planning, Protection and Optimization Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management. This book focuses on describing the industry best practices for the Planning, Protection and Optimization of IT Services, including: Introduction and Overview \* Planning, Protection and Optimization in the context of the Service Lifecycle \* The Service value proposition \* Role of processes in Service Management \* How Service Management creates business value Core Planning, Protection and Optimization Processes: Capacity Management \* Conducting capacity management to contribute to quality assurance \* Purpose, goals and objectives \* Delivering against Service Level targets \* Meeting cost and time

constraints \* Activities, methods and techniques \* Fit-for-purpose and fit-for-use Availability Management \* Contributing to quality for fit-for-purpose and fit-for-use services \* Scope of the process \* Enabling Availability Management through activities, methods and techniques \* How Availability Management creates business value \* Triggers, input and output to other processes \* Establishing metrics to ensure process quality IT Service Continuity Management (ITSC) \* Ensuring quality assurance when introducing services through effective ITSC management \* Illustrating the main activities \* Managing risks \* Planning for recovery \* Policies and principles \* Challenges and critical success factors Information Security Management \* Analyzing how Information Security Management contributes to quality assurance for new services \* Aligning IT security with business security \* Ensuring confidentiality, integrity and availability \* How Information Security Management generates business value \* Activities, methods and techniques \* Key metrics to measure success Demand Management \* Purpose, goals and objectives \* Influencing customer demand \* Coupling capacity with demand \* Activities, methods and techniques Risk Management \* Risks relative to the Planning, Protection and Optimization process management \* Identifying the challenges, critical success factors and risks related to the other processes \* The risks directly related with Service Design \* How risks relate to the practice elements of Planning, Protection and Optimization Roles and Responsibilities \* Capacity management \* Availability management \* IT Service Continuity management \* Information Security management Technology and Implementation Considerations \* Generic requirements and evaluation criteria \* Special technology functions and features related to Planning, Protection and Optimization \* Good practices for implementation \* Determining the evaluation criteria for technology and process implementation \* Challenges, critical success factors and risks \* Considerations for planning and implementing Service Management technologies Common Service Activities \* Analyzing operations performed in day-to-day activities \* The maturity model of technology management \* Aligning operations with the overall service and process objectives \* Service monitoring and control Continual Service Improvement \* Implementing an effective CSI program \* CSI in respect to organizational change \* Best practice element

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 SOA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This

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training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Do not pay over \$ 3,000.00 for a 5 day class room based course: you are out of touch with your work for 5 days and including the course fee, the costs are insurmountable. Take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in 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 and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the APMG Intermediate Level Certificate Operational Support and Analysis. Learning Objectives: At the end of this course, the learner will gain competencies in: \* Understanding Service Management as a Practice, Service Operation principles, purpose and objective \* Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes \* The activities, methods and functions used in each of the Operational Support and Analysis processes \* The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence \* How to measure Operational Support and Analysis performance \* The importance of IT Security and how it supports Operational Support and Analysis \* Understanding technology and implementation requirements in support of Operational Support and Analysis \* The challenges, critical success factors and risks related with Operational Support and Analysis As well as preparing participants for the exam. Pre-requisites: ITIL Foundation Certificate in IT Service Management. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG examination. This program is an eLearning Program, your access details to the eLearning course are in the book. Program Materials: \* Access to presentation with trainer audio \* The Art of Service Operational Support and Analysis Book \* Exercises + Answers (where applicable) \* Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL OSA and paves the way to ITIL Expert Certification, should do at least as well as the first and second editions, which are bestsellers.