



4 Days

## ITIL Service Capability: Operational Support and Analysis

In this course, the professionals will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the operational support and analysis of services and service delivery. You will learn the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

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

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

The organizational functions focused on in this course include:

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

## Course Details

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### Course Outline

- Service Operation Practices
- Event Management Process
- Incident Management Process
- Problem Management Process
- Request Fulfillment Process
- Access Management Process
- Service Desk Function
- Common Operational Support and Analysis Functions
- Improving Operational Support and Analysis
- Technology and Implementation Considerations

### Who Should Attend

- IT operations, technical, or IT management personnel.
- Professionals Responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

### Pre Requisite

- ITIL Foundation Certification (v3 or newer) required
- Two to four years of relevant work experience
- To prepare for the exam, we recommend that you review the ITIL 2011 publication Service Operation (2011 Edition, ISBN

9780113313075) and complete at least 12 hours of personal study

464, Udyog Vihar Phase  
V, Gurgaon (Delhi  
NCR)-122016, India

+91 8882 233 777

[training@mercury.co.in](mailto:training@mercury.co.in)

[www.mercurysolutions.co](http://www.mercurysolutions.co)

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