

## **ITIL Intermediate Course: Capability Track**

**Course Title: Operational Support and Analysis (OSA)**

**Duration:40 Hrs**

### **Course Description:**

This 5-day course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Operational Support and Analysis of services. 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 is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

### **Audience:**

The Operational Support and Analysis Capability course will be of interest to:

- Individuals who have their ITIL® Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive practical understanding of the Operational Support and Analysis processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Event Management Process, Incident Management Process, Request Fulfillment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

### **Course 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
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- 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 Service Offerings and Agreements
- 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

### **Prerequisites:**

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: ITIL v2, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is also strongly recommended that candidates:
  - Can demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment
  - Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
    - Event Management Process, Incident Management Process, Request Fulfillment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management
- It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

### **Course Student Material:**

- Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.
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**Examination:**

- Evidence of ITIL® Foundation Certificate or and completion of the Operational Support & Analysis Capability course from an Accredited Training Provider is required to sit the exam
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

**Credits:**

- Upon successful passing of the ITIL Operational Support and Analysis Capability exam, the student will be recognized with 4 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 40

**Agenda:**

Day 1	Day 2	Day 3	Day 4	Day 5
1. Introduction & SM as a practice	3.Incident Management	5.Problem Management	7. Service Desk	10. Exam Preparation / Mock Exam
2.Event Management	4.Request Fulfillment	6.Access Management	8. Functions	
3.Incident Management	5.Problem Management	7. Service Desk	9.Technology and Implementation Considerations	