



ITIL Capability - Operational Support & Analysis OSA Course

Duration: 4 Days

Language: English

Course Delivery: Classroom

Course Overview

The ITIL® Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is a free-standing qualification, but is also part of the ITIL Intermediate Capability stream. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Lifecycle Core publications. The ITIL Certificate in Operational Support and Analysis (OSA) is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.

Course Objectives

The ITIL Capability Module Operational Support and Analysis (OSA) will provide the following learning outcomes:

- The importance of Service Management as a Practice concept and Service Operation principles, purpose and objectives
- The importance of ITIL Operational Support and Analysis while providing service
- How all processes in ITIL Operational Support and Analysis interact with other Service Lifecycle processes
- The processes, activities, methods and functions used in each of the ITIL Operational Support and Analysis processes
- How to use the ITIL Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure ITIL Operational Support and Analysis
- The importance of IT Security and its contributions to ITIL Operational Support and Analysis
- Understanding the technology and implementation considerations surrounding ITIL Operational Support and Analysis
- The challenges, Critical Success Factors and risks associated with ITIL Operational Support and Analysis

Exam

This course prepares candidates for the ITIL Capability Module Operational Support and Analysis (OSA) exam from PEOPLECERT. The exam consists of Eight (8) multiple choice, scenario-based, gradient scored questions. 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. The exam duration is 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). The passing score is 28/40 or 70%.

Prerequisites

- ITIL Foundation Certification

- It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

Audience

The target group of the ITIL Qualification: Operational Support & Analysis includes IT professionals, business managers and business process owners:

- Individuals who require a deep understanding of ITIL Certificate in Operational Support and Analysis (OSA)

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 program.

- 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.

Daily Agenda Outline

Day 1

1 - Introduction

Overview of exam objectives

General ITIL V3 theory

2 - Event Management

Assignment 1

3 - Continuation: Event Management

Assignment 1

4 - Incident Management

Assignment 2

Day 2

1 - Review

Continuation: Incident Management

Assignment 2

2 - Request Fulfillment

Assignment 3

3 - Continuation: Request Fulfillment

Assignment 3

4 - Problem Management

Assignment 4 and/or 5



Day 3

1 - Review

Continuation: Problem Management

Assignment 4 and/or 5

2 - Access Management

Assignment 6

3 - Continuation: Access Management

Assignment 6

4 - Service Desk

Assignment 7

Day 4

1 - Review

Continuation: Service Desk

Assignment 7

2 - Functions

Assignment 8

3 - Continuation: Functions

Assignment 8

4 - Technology Implementation Considerations

Assignment 9