

**DURATION:** 5 days

**CODE:** SOL/SS/IOSA

### COURSE DELIVERY

*Classroom or Virtual Classroom*

### REFERENCE MATERIALS

*Core Set of 5 ITIL books*

### ABOUT THE EXAMINATION

*Exam Format: Multiple choice, scenario-based, gradient Scored questions.*

*Number of Questions: 8*

*Pass Score: 28/40 or 70%*

*Exam Delivery: Online or paper based*

*Exam Duration: 90 minutes*

*Open/Closed Book: Closed Book*

### PREREQUISITES

*An ITIL Foundation certificate and preferably two years' work experience in an IT Service Management environment.*

### CREDITS

*Upon successfully achieving the ITIL Operational Support & Analysis certificate the student will earn 4 credits in the ITIL® qualification scheme Project Management Institute – Professional Development Units (PDUs) = 35*

### TARGET AUDIENCE

*IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Operational Support & Analysis cluster of processes and functions.*

## ITIL OPERATIONAL SUPPORT & ANALYSIS

### COURSE DESCRIPTION

ITIL® is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The Service Lifecycle stream focuses on ITIL practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the process and practice elements used within it.

The Service Capability stream is for those who wish to obtain an in depth understanding of ITIL processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum but the primary focus is the on the process activities, execution and use throughout the Service Lifecycle.

The ITIL® OSA (Operational Support & Analysis) course is part of the ITIL® Intermediate Capability certification stream. The course prepares candidates to take the ITIL® Operational Support & Analysis Intermediate exam as well as providing valuable knowledge that can be implemented in the workplace.

### COURSE AND LEARNING OBJECTIVES

At the end of this course, you will learn::

- The concept of Service Management as a practice
- The role of processes in the Lifecycle
- The purpose, goal and objectives of the Event Management Process
- The Service Desk Role and concepts
- The purpose, goal and objectives of the Incident Management Process
- The purpose, goal and objectives of the Problem Management Process
- The purpose, goal and objectives of the Request Fulfillment Process
- The purpose, goal and objectives of the Access Management Process
- How to plan and implement Service Management Technologies

### COURSE APPROACH

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL Intermediate Operational, Support & Analysis certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Quint Wellington Redwood's integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.