
IT Service Management ITIL® Intermediate: Capability stream Operational Support and Analysis (OSA)

BECOME AN OPERATIONAL SUPPORT AND ANALYSIS SPECIALIST IN 4 DAYS

This course is part of the ITIL® Intermediate Qualification scheme and is one of the capability modules. It is given as an intensive four-day workshop covering the processes, techniques and problems related to OSA processes as defined in the ITIL®. 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. At the end of the course the candidate will be allowed to take an exam to obtain the international APMG ITIL® Intermediate OSA certificate.

ITIL® VERSION

This course is based on ITIL® version 2011.

LANGUAGE

The course, course materials and exam are in english.

COURSE OBJECTIVES

In four days, the course will enable the holders of the certificate to apply the OSA practices during the Service Management Lifecycle. The participants will be able to:

- Describe the disciplines, processes, roles and functions within the Operational Support and Analysis practices;
- State the key objectives of each discipline;
- Take the APMG exam with confidence by applying their new-found knowledge;
- Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel involved in delivering daily IT services, as well as those in operational and management positions.

COURSE STRUCTURE

This course comprises a series of interactive readings (75%) supplemented by classroom and other exercises (25%) allowing the candidate to put in practice the content covered and preparing for the exam with the right BLOOM level required.

COURSE CONTENT

- Event Management.
- Incident Management.
- Request Fulfillment.
- Problem Management.
- Access Management.
- Service Desk.
- Technical Management.
- IT Operations Management.
- Application Management.
- OSA technology and implementation considerations.

Each discipline will be examined, with a focus on the following points:

- Purpose and objectives;
- Scope and value;
- Policies, principles and basic concepts;
- Process activities, methods and techniques;
- Triggers, inputs, outputs and interfaces;
- Roles and Responsibilities;
- Key metrics, challenges, critical success factors and risks.

LITERATURE (included)

- Training package.
- Exam syllabus & sample exams.

MAXIMUM CLASS SIZE

Maximum 18 participants.

ACCREDITATION

This course provides 32 PMI's PDU.

COURSE PLAN

Day 1 – Day 3:

- Theory and exercises.

Day 4:

- Theory and exercise;
- Mock exam, review & exam preparation;
- Exam.

STUDY HOURS

Outside of class: minimum 12 hours.

PREREQUISITE

- The ITIL® v3 foundation certificate or the ITIL® v2 foundation plus the Bridge Foundation v2-v3 certificates or ITIL® Expert certificate.
- It is also strongly recommended that candidates read the sections mentioned in the appropriate ITIL® core publication(s) as indicated in the official APMG syllabus before attending the training session.

EXAM

Included is the ITIL® intermediate exam by APMG.

Format: 8 multiple choice questions with blooms levels objectives (from best to worst answer)

Duration: 90 minutes