

ITIL® Operational Support and Analysis Capability Course

Mastering ITIL Intermediate courses requires IT professionals to obtain great insight into the ITIL body of Knowledge and to learn how to apply ITIL in real life. Koenig's blended Operational Support and Analysis (OSA) training course uses an optimal mix of training methods to achieve this result in a way that is most convenient, effective, and economical to learners. In 5 days, learners are provided with a safe environment where they can learn to "apply" their knowledge through a combination of case studies, assignments, and role plays. *Thinking beyond the traditional classroom "box" and presenting students with an optimal mix of learning methods*

Course Description:

This ITIL Intermediate 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 course uses an optimal mix of learning methods to provide learners with the most effective way to build their ITIL knowledge with respect to Operational Support and Analysis, and to apply this knowledge in real life.

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a practice and the principles, purposes and objectives of Service Operation.
- Knowing the important role of Operational Support and Analysis in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehending the activities, methods, and functions used in each of the Operational Support and Analysis processes.
- Knowing how to apply Operational Support and Analysis processes, activities, and functions to achieve operational excellence.
- Measuring Operational Support and Analysis performance.
- Understanding the importance of IT security and how it supports Operational Support and Analysis.
- Understanding technology and implementation requirements in support of Operational Support and Analysis.
- Comprehending the challenges, Critical Success Factors, and risks related to 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.: earlier ITIL qualifications, 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.

Examination:

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

Credits:

On successful passing 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) = 35