



ITIL® Intermediate Operational Support and Analysis

Certificate: ITIL® Operations Support and Analysis Capability

Duration: 5 days

Delivery: Classroom, Virtual Classroom

Accreditor: PEOPLECERT

Credits: 43 Credits to ITIL Expert

PMI® PDUs: 38

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.

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 Operational Support and Analysis.
- 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

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- 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 Operational Support and Analysis
 - 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:

Participants need to attain the ITIL® Foundation certificate.

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. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:

- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Course Agenda:

Day1	Day2	Day3	Day4	Day5
1. Introduction	3. Incident Management (Contd.)	5. Problem Management (Contd.)	7. Service Desk (Contd.)	9. Technology and Implementation Considerations (Contd.)
2. Event Management	4. Request Fulfilment	Lunch	8. Common OSA Functions and Roles	10. Mock Exam
Lunch	Lunch	6. Access Management	Lunch	
2. Event Management (Contd.)	4. Request Fulfilment (Contd.)	7. Service Desk	8. Common OSA Functions and Roles (Contd.)	
3. Incident Management	5. Problem Management		9. Technology and Implementation Considerations	
Homework (review of the day's material)	Homework (review of the day's material)	Homework (review of the day's material)	Homework (review of the day's material)	

Syllabus:

<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>



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