

ITIL® Intermediate Capabilities: Operational Support and Analysis

Overview

ITIL Service Capability Modules focus on a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact. The modular approach of the Intermediate Level modules allows candidates to develop an ITIL specialism. The Operational Support & Analysis module will help you to gain the technical level of knowledge and skills required for detailed execution and implementation of specific ITIL processes. The ITIL Intermediate certificate in Operational Support & Analysis (OSA) is a course that can be run over four or five days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Operational Support & Analysis processes, aligned to the current version, ITIL: 2011. Delegates will also prepare for and sit a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the final day.

Target Audience

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The Operational Support & Analysis Qualification would suit candidates working in the following IT professions or areas:

General IT Management
Configuration Manager
Availability Manager
Applications Support
IT Operations Manager
Network Control and Operation
Database Administrator
IT Security Manager
Problem Manager
Network Support

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate qualifications as they require, and to suit their needs.

Course Objectives

The purpose of the ITIL Intermediate certificate in Operational Support & Analysis is to certify that the delegate has gained a thorough and detailed knowledge of the OSA processes, the structure and advanced concepts, and has comprehended the essential principles of ITIL based OSA practices for Service Management. When the delegate has completed this course, they should be confident in their ability to approach core OSA activities, such as: Delivering maximum value to the organisation by mastering key ITIL processes that minimise downtime – keeping staff productive and the business running

[Register Online](#)**Schedule**

Class Length: 5 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"
ILT = "Instructor-Led-Training"

This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.

as smoothly and efficiently as possible

Creating an enterprise IT priority model covering Incidents and Problems in support of customer Service Level Agreements

Effectively identify and eliminate Incidents from the production environment

Increase availability and improve operational stability by reducing mean time to restore for Major Incidents

Reducing the cost of handling Incidents through streamlined escalation policies and procedures

Improving the effectiveness of the Service Desk by clearly defining roles and responsibilities for the Service Desk personnel and other support roles

Improving user satisfaction and reducing costs by streamlining the provisioning processes of Request Fulfilment

Course Outline

Please contact the center for outline details