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International Projects and Services Company Ltd.

# ITIL® 2011 OSA Course Factsheet

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## ITIL® Operational Support and Analysis (OSA) (Intermediate Capability)

The ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is a freestanding qualification but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management.

The ITIL Certificate in Operational Support and Analysis is intended to enable the holders of the certificate to apply OSA practices in resolution and support of the service management lifecycle and specifically in the following key ITIL process, role and function areas:

- Event management
- Incident management
- Request fulfilment
- Problem management
- Access management
- Service desk
- Technical management
- IT operations management
- Application management

### Course and Learning Objectives

You can expect to gain competence in the following areas upon successful completion of the education and examination components related to this certification:

- The value to the business of OSA activities
- How OSA activities support the service lifecycle
- Optimizing service operation performance
- How the processes in OSA interact with other service lifecycle processes
- How to measure OSA
- The importance of IT security and its contributions to OSA
- Understanding the technology and implementation considerations surrounding OSA
- The challenges, critical success factors (CSFs) and risks associated with OSA

Specific emphasis on the service operation lifecycle processes and roles included in:

- Event management, which defines any detectable or discernible occurrence that has significance for the management of the IT infrastructure or the delivery of an IT service
- Incident management, which has the capability to bring services back to normal operations as soon as possible and according to agreed service levels
- Request fulfilment, which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products
- Problem management, which prevents problems and resulting incidents from happening, eliminating recurring incidents and minimizing the impact of incidents that cannot be prevented
- Access management, which grants authorized users the right to use a service while preventing access to non-authorized users.
- Organizing for service operation which describes roles and functions to be performed within the service operation and support such as service desk, technical management, IT operations management and application management.

## **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 v3 Intermediate Operational Support and Analysis certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The IPSC 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.

## **Course Student Material**

Students will receive an ITIL 2011 Operational Support and Analysis classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

## **Certificate**

ITIL® 2011 Operational Support and Analysis

## **Duration**

5 days

## **Course Delivery**

Classroom, Virtual Classroom or Self-paced E-learning

## **Languages**

English, Spanish, Arabic

## **About the Examination**

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 and Eligibility for Examination**

To be eligible for the examination leading to the ITIL Operational Support and Analysis Certificate, you must fulfil the following requirements:

- Undertake at least 30 contact hours with an Accredited Training Organisation (ATO) or an accredited e-learning solution
- Hold the ITIL Foundation Certificate in IT Service Management

## **Credits**

Upon successfully achieving the ITIL 2011 Operational Support and Analysis certificate, students will earn 4 credits in the ITIL® 2011 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 and Analysis cluster of processes and functions.