



To thoroughly learn the Operational Support and Analysis processes within the ITIL® Service Lifecycle



## Course Description

The ITIL® intermediate level course, Operational Support and Analysis (OSA), trains the candidate in the topics relevant to the correct operation and timely support of an IT service in the live environment. It covers topics related to incident management, problem management, and presents in detail the service operation functions, including the Service Desk.

The candidate who takes this course will be prepared to apply the service management best practices relevant to the processes contained in the Service Operation stage in his/her work environment, besides he/she will have the knowledge needed to take the official certification exam.



## Objectives

To certify that the participant has obtained the technical level of knowledge and skills required for the detailed execution and implementation of the following processes:

- Event Management
- Incident Manager
- Request Fulfilment
- Problem Management
- Access Management



## Audience

This course is aimed to:

- IT professionals.
- Business managers.
- Business process owners.
- Individuals who require a deep understanding of the Operational Support and Analysis processes.
- Operational staff involved in any OSA process.
- Individuals who have attained the ITIL Foundation Certificate and wish to advance to higher level ITIL certifications.



## Prerequisites

The participant who takes this training course and the certification exam must hold the ITIL® Foundation certificate. Certificate must be presented as evidence for exam registration.

It is also highly recommended that the participant:

- Is familiar with the IT terminology and understands the context of Operational Support and Analysis within his/her own business environment.
- Has any experience in the service management field within a service provider environment.



### Course characteristics

#### The course has the following characteristics:

- It is based on AXELOS' syllabus for the ITIL® Intermediate Operational Support and Analysis Certificate.
- It is structured in thematic units, with a balance between theory and practice.
- Includes a sample exam, prior to the certification exam.
- Includes an official certification exam issued by AXELOS.
- A certificate of course completion is delivered.
- The length is 4 days.
- 8 additional hours of personal study during the course are recommended.
- Has a minimum requirement of 6 and a maximum of 25 participants.



### Certification exam characteristics

#### The certification exam has the following characteristics:

- Includes 8 scenario-based questions.
- Each question has 4 possible answers with values allocated as follows: the best option is worth 5 points, the second best is worth 3, the third best is worth 1, and the last option is a distractor with 0 value.
- The length is 90 minutes.
- A minimum of 28 out of 40 questions or 70% is required to pass.
- It can be paper-based or web-based. When it is paper-based, the results will be notified to the participant afterwards through email. When it is web-based, the participant will get the results immediately after finishing the exam.
- It is a closed-book exam.
- The participants who do not pass the exam can take it again any times with an extra cost.



### Topics

#### The course topics are the following:

- |                        |   |
|------------------------|---|
| 1. Introduction        | 8. Common OSA Functions and Roles               |
| 2. Event Management    | 9. Technology and Implementation Considerations |
| 3. Incident Management | 10. ITIL Qualification Scheme                   |
| 4. Request Fulfilment  | 11. Exam Description                            |
| 5. Problem Management  | 12. Review, Evaluation and Examination          |
| 6. Access Management   |   |
| 7. The Service Desk    |   |

Our instructors are certified in different ITSM disciplines and have extensive experience in:

- The design and implementation of IT service management processes based on industry best practices in public and/or private organizations.
- The selection, implementation and configuration of tools which support the IT processes.
- Teaching various ITSM courses in the academic and professional fields.
- Audits of IT service management systems.

The participant receives a high quality student handout.

Advantages offered by



### More Information

For more information about this training course (dates, schedules, locations, costs, etc.) or any of the other ITSM training courses we offer, please contact us. We will be glad to assist you.

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