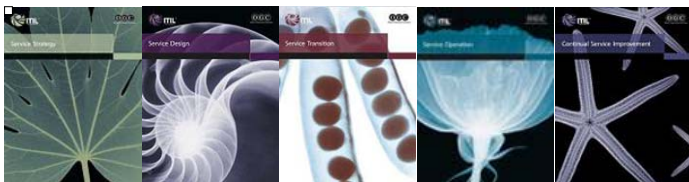


ITIL V3 Operational Support & Analysis (OSA) with Certification Exam (5 days)

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 in IT Service Management Certificate.

The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Lifecycle core publications.

The ITIL Certificate in Operational Support and Analysis is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle..



What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

Target Audience

The target group of the ITIL Expert Qualification: Operational Support and Analysis is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V2 Foundation plus the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL Certificate in Operational Support and Analysis processes and how it may be used to

enhance the quality of IT service support within an organization.

- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program
- Operational staff involved in Event Management Process, Incident Management Process, Request Fulfilment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management

This may include but is not limited to, IT professionals, business managers and business process owners.

Learning Objective

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Service Operation Principals
- The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
- 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, 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, to eliminate recurring Incidents and to minimize 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

Operational activities of processes covered in other Lifecycle phases such as:

- Change Management
- Service Asset and Configuration Management
- Release and Deployment Management
- Capacity Management
- Availability Management
- Knowledge Management
- Financial Management for IT Services, and
- IT Service Continuity Management

Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management

- Service Operations and Support Service Operation roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks.

Eligibility for the exam

To be eligible for the examination leading to an accredited ITIL Certificate in Operational Support and Validation, the candidate must fill the following requirements:

At least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme

There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable

Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate

It is also recommended that students should complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance publications and in particular, the Service Operation publication

Exam format

Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)

- Supervised: Yes
- Open Book: No
- Pass Score: 28/40 or 70%
- Distinction Score: TBC
- Delivery: Online or Paper Based Examination

Trainer Competence

This syllabus can only be delivered to target groups by an accredited training provider and trainer.

Our course meets the following qualifications:



Accredited Training Organization

- We are registered and in good standing with the

Official Accreditor ITIL Operational Support and Analysis

ITIL V3 OSA Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

ITIL V3 Expert Certification

- Our Instructors have a valid certificate issued by an accredited Examination Institute

Duration

Five days – includes lecture, exam preparation and exam

Contact Information

(613) 596-5170
training@mountainview.ca

