

Course Description

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 fulfillment
- ▶ Problem management
- ▶ Access management
- ▶ Service desk
- ▶ Technical management
- ▶ IT operations management
- ▶ Application management

Target Candidate:

The target group of the ITIL Intermediate Qualification: Operational Support and Analysis Certificate includes, but is not restricted to:

- ▶ IT professionals | Business managers | Business process owners
- ▶ Individuals who require a deep understanding of the ITIL Certificate in the Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organization
- ▶ IT professionals who are working within an organization which has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme
- ▶ 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, and who wish to enhance their role-based capabilities
- ▶ Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules

Prerequisite:

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission.

Course Outline:

Learning Unit OSA01: Introduction to operational support and analysis

- ▶ The value to the business of OSA activities
- ▶ The lifecycle within the OSA context
- ▶ Optimizing service operation performance

Learning Unit OSA02: Event management

- ▶ The event management process inclusive of its design strategy, components, activities and operation including its organizational structure, as well as any interfaces with other processes
- ▶ Efficient event management and provision of examples showing how it is used to ensure service quality within OSA
- ▶ The benefits and business value that can be gained from event management

Learning Unit OSA03: Incident management

- ▶ The incident management process inclusive of its components, activities and operation including its organizational structure, as well as any interfaces with other processes
- ▶ The measurement model and the metrics that would be used to support incident management within OSA practices
- ▶ The benefits and business value that can be gained from incident management

Learning Unit OSA04: Request fulfillment

- ▶ The request fulfillment process inclusive of its components, activities and operation including its organizational structure, as well as any interfaces with other processes
- ▶ The measurement model and the metrics that would be used to support incident management within OSA practices
- ▶ The benefits and business value that can be gained from request fulfillment as related to OSA

Learning Unit OSA05: Problem management

- ▶ The end-to-end process flow for problem management inclusive of problem analysis techniques, error detection, components, activities and operation including its organizational structure, as well as any interfaces with other processes
- ▶ A measurement model and the metrics that would be used to support problem management within OSA practices
- ▶ The benefits and business value that can be gained from problem management

Learning Unit OSA06: Access management

- ▶ The end-to-end process flow for access management process inclusive of components, activities and operation including its organizational structure, as well as any interfaces with other processes
- ▶ A measurement model and the metrics that would be used to support access management within OSA practices
- ▶ The benefits and business value that can be gained from access management as related to OSA

Learning Unit OSA07: The service desk

- ▶ The complete end-to-end process flow for the service desk function inclusive of design strategy, components, activities and operation, as well as any interfaces with other processes or lifecycle phases
- ▶ The service desk validation components and activities (e.g. service desk role, organizational structures, challenges, issues safeguards, etc.) and how these test components are used to ensure service quality within OSA
- ▶ A measurement model and the metrics that would be used to support the service desk function within OSA practices

Learning Unit OSA08: Functions and Roles

- ▶ The end-to-end process flow for OSA functions (i.e. technical management, IT operations management, and applications management) inclusive of design strategy, objectives, components, activities, roles and operation including its organizational structure, as well as any interfaces with other processes
- ▶ The roles within each OSA process and generic roles
- ▶ The benefits and business value that can be gained from functions as related to OSA

Learning Unit OSA09: Technology and implementation considerations

- ▶ Technology requirements for service management tools and where/how they would be used within OSA for process implementation
- ▶ What best practices should be used in order to alleviate challenges and risks when implementing service management technologies

Learning Objectives:

Candidates 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 use the OSA processes, activities and functions to achieve operational excellence
- ▶ 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
- ▶ Operational activities of processes covered in other lifecycle stages
- ▶ 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

Exam Format:

- ▶ Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- ▶ Maximum 90 minutes for all candidates in their respective language
- ▶ Candidates completing an exam in a language that is not their mother tongue have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary
- ▶ Closed book exam
- ▶ Pass score 28/40 or 70%