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## ITIL<sup>®</sup> Capability: Operational Support & Analysis

**Duration: 5.00 Days**    **Course Code: IOSA**

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### Overview:

The course builds on the principles covered as part of the ITIL Foundation course and is aligned to the 2011 syllabus. 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 Intermediate Qualification: The 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 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.

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### Target Audience:

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 fulfilment 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 who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications; Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules; Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

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### Objectives:

- This qualification provides a complete management-level overview of Continual service improvement including all its related activities.
  - Be prepared for the ITIL Operational support and analysis examination
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### Prerequisites:

- Hold the ITIL Foundation V3 Certificate

### Testing and Certification

- The Operational support and analysis certificate in IT Service Management. The examination is a 90 minute paper with eight (8) multiple choice, scenario-based, gradient-scored questions normally taken at the end of the course. The pass mark is 28/40. The exam to be charged separately.
  - Please note you must bring a copy of your ITIL Foundation exam certificate, this is required in order for you to take the exam associated with this course.
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### Follow-on-Courses:

The following courses are recommended for further study:

- ITIL Complementary Courses - Analyst Series, Service Catalogue
  - ITIL<sup>®</sup> v3 Lifecycle Courses
  - ITIL<sup>®</sup> v3 Capability Courses
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## Content:

### Introduction to operational support and analysis:

- The value to the business of OSA activities
- The lifecycle within the OSA context
- The scope of OSA processes and functions
- Optimizing service operation performance.

### Event management:

- The event management process inclusive of its design strategy, components, activities, roles 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

### Incident management:

- The incident management process inclusive of its design strategy, components, activities, roles 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

### Request fulfilment:

- The request fulfilment process inclusive of its design strategy, components, activities, roles 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 fulfilment as related to OSA

### Problem management:

- The end-to-end process flow for problem management inclusive of design strategy, components, activities, roles 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

### Access management:

- The end-to-end process flow for access management process inclusive of design strategy, components, activities, roles 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.

### 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.

### Functions:

- 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 it
- The benefits and business value that can be gained from functions as related to OSA.

### 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.

## Further Information:

For More information, or to book your course, please Call/Email us on : - +254 713 027 191  
[KENYA - training.kenya@clclearningafrica.com](mailto:training.kenya@clclearningafrica.com)

[TANZANIA - training.tanzania@clclearningafrica.com](mailto:training.tanzania@clclearningafrica.com)

[UGANDA - training.uganda@clclearningafrica.com](mailto:training.uganda@clclearningafrica.com)

[RWANDA - training.rwanda@clclearningafrica.com](mailto:training.rwanda@clclearningafrica.com)

[BURUNDI - training.burundi@clclearningafrica.com](mailto:training.burundi@clclearningafrica.com)

[ETHOPIA - training.ethopia@clclearningafrica.com](mailto:training.ethopia@clclearningafrica.com)