ITIL® 2011 Intermediate Certificate: Operational Support & Analysis (OSA)

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Interactive teaching.
Imaginative course presentation.
Impressive results.

What Will the Course Give Me?

SED-IT's 5-day Operational Support & Analysis (OSA) course provides you with an intense and focused exploration of the new and modified topics in ITIL 2011. The course is intended for those who work within a Service Operation environment and require a deeper understanding of the concepts, processes/functions and activities involved. These concepts are shown how they may be used to enhance overall service quality, service provision and contribute to their organization's ongoing service improvement program.

What You Will Learn

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- *The Service Lifecycle and Service Management as a practice*: Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice

- *Basic Operational Support & Analysis Principles*: Understand the common principles and guidelines, grounded in the Service Operation phase, that will influence the performance of the OSA processes and functions

- *Operational Support & Analysis Processes*: Understand and articulate the activities of the OSA processes as well as the operational activities shared across the lifecycle. Other areas of discussion include information management requirements, roles and responsibilities, challenges, critical success factors and risks within each of the processes. The processes include:
  - Event Management
  - Incident Management
  - Request Fulfillment
  - Problem Management
  - Access Management
  Note: in-depth discussions around the managerial/supervisory aspects of each process is found in the **Service Operation** course.

- *Operational Support & Analysis Functions*: Understand the role, objectives and activities for all the ITIL 2011 functions. The functions include:
  - Service Desk
  - Technical Management
  - IT Operations Management (IT Operations Control, Facilities Management)
  - Application Management

- *Explore Technology and Implementation Consideration*: Understand the role of technology to the OSA processes/functions and explore concepts that have great impact on their implementation

Who Should Attend?

The target audience for this course includes IT Professionals, IT Operational Staff, Business Managers, and Business Process Owners.

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Why You Should Attend This Course
This course immerses learners in the practical aspects of the ITIL 2011 Service Lifecycle and the processes and functions associated with the Operational Support and Analysis of services and service delivery. This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course not only explores the OSA processes but also the role of the common operational activities and links their tasks/outcomes/supporting roles directly into the ITSM processes. Keeping the lifecycle theme, the relationships to the other phases and the criticality of communication between the phases is detailed and emphasized.

The emphasis of this course is on the process/function activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of management/control activities occur in the SO course.

Why SED-IT?
SED-IT only uses fully qualified and accredited instructors who also have in-depth practical experience in assisting organizations in their specific "adopt/adapt" initiatives in Service Management. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful Service Management project and environment. SED-IT is a globally accredited organization, via EXIN and PEOPLECERT to provide ITIL education. SED-IT is also fully accredited (as well as the subject matter expert behind its redevelopment) to deliver EXIN's ISO/IEC 20000 educational program (Foundation, Specialist, Auditor, Expert and Master courses).

Duration & Logistics
This course is five (5) full days and includes the 90-minute, 8 multiple choice question, scenario-based, gradient scored (total 40 marks) certification exam completed at the end of the last day. The exam is delivered online with printed scenarios and scores are immediately available upon submission of the exam. To pass, you must achieve 70% or greater (28/40 correct) to receive the certification. The course is held in Louisville, KY but we are more than happy to conduct closed courses on customer's sites; call for details.

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the ITIL Expert certification (2 points for Foundation and 5 points for Managing Across the Lifecycle (MALC) are mandatory).

Prerequisites
The candidate must hold (documentary evidence required) one of the following:
   • ITIL Foundation Certificate (2007 or 2011 version)
   • v2 ITIL Foundation Certificate and the v2-v3 Foundation Bridge Certificate

The candidate should also have some experience working within a Service Management capacity (2-4 years) as well as defined experience in at least one of the OSA processes. It is strongly recommended that the candidate read the ITIL Service Lifecycle core publications, specifically the *Service Operation* volume, prior to attending (recommended 12 hours of personal study).

Student Materials, Responsibilities & Price
Each candidate will receive full color course materials - lecture notes, in-course exercises and answers, homework and practice exams. All materials are distributed on the first day of class.

To successfully complete this course and fully prepare for the examination, candidates should allow a minimum of 90 minutes of study per evening. Candidates are expected to fully participate in all course activities.

Course price: $2,995 (includes all materials and the exam)

Next Steps
Speak with us at *502-456-4322*, send an e-mail with your requirements to *info@practical-itsm.com* or visit the course page at *www.practical-itsm.com/intermediate_osa*.