



Operational Support & Analysis (OSA) an ITIL® 2011 Edition Service Capability Course

Holistic Service Management International

Introduction

The OSA course builds on the general principles covered as part of the ITIL Foundation course. It covers in-depth the Event Management, Incident Management, Request Fulfillment, Problem Management and Access Management processes as well as the Service Desk, Technical Management, Application Management and IT Operations Management functions, to the level needed to introduce or improve these capabilities within an organization as an integral part of the overall business-focused Service Management framework.

Course Duration

This is an intensive five-day course that includes the official accreditor's certification exam.

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 case study-based application to reinforce the knowledge gained. These include:

- **OSA and the Service Lifecycle:**
Understand the Service Lifecycle and the role that OSA activities play within the lifecycle; how business value is created.
- **OSA Key Principles, Models and Concepts:**
Understand the common principles and guidelines of the Service Operation phase, that directly influence the performance of the OSA processes and functions
- **OSA 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, for the processes listed below, the purpose and objectives; scope; value to the business and the service lifecycle; policies, principles and basic concepts; activities, methods and techniques; triggers, inputs, outputs and interfaces; information management requirements, critical success factors and key performance indicators; challenges and risks within each of the processes. The processes include:
 - Event Management
 - Incident Management
 - Request Fulfillment
 - Problem Management
 - Access Management
- **OSA Functions:**
Understand the role, objectives and activities of all the OSA functions. The functions include:
 - Service Desk; Technical Management; IT Operations Management (IT Operations Control and Facilities Management); Application Management
- **Service Management Technology:**
Understand the use of technology in supporting Service Management and the OSA processes and functions and explore concepts that have an impact on its planning and implementation

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Operation Lifecycle course.



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Prerequisites

- The ITIL Foundation Certificate (or earlier ITIL v2 Foundation Certificate plus Foundation Bridge).
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the OSA processes is highly desirable.

Who Should Attend

- This course is one of the Intermediate Level certification courses and is recommended for individuals who require a deeper understanding of the ITIL OSA capabilities and how they may be implemented to enhance the quality of ITSM within an organization, for example:
 - IT professionals working in roles associated with Service Operation within a service-based business model.
 - Individuals seeking the *ITIL Expert™* level certification in ITSM for which these are prerequisite modules or seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

Student Responsibilities

Students should complete at least 12 hours of personal study by reviewing the Service Operation publication prior to the course start and allow for a minimum of 90 minutes of study per evening during the course.

The OSA course and exam are very challenging. Upon registration for the course, students will be provided with a pre-course reading list. Students will be expected to read the sections listed from the appropriate ITIL book – *Service Operation* – before the first day of class.

Note: This ITIL publication is **NOT** included with the course but can be purchase from orders@diymonde.com.

Professional Qualification

This course forms part of the ITIL Intermediate qualification program. Successfully passing the 90 minute in-class exam, consisting of 8 complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL Intermediate Service Capability Certificate: Operational Support & Analysis. The pass mark is 70% (28/40).

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 Life Cycle are mandatory).

Note: The Lifecycle courses 'Service Operation' and the Capability course 'Operational Support & Analysis' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is **NOT** recommended that both feature in the selection of courses taken in order to acquire the points necessary for the award of 'ITIL Expert' status – even though all points acquired will be credited.

Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The *Operational Support and Analysis ITIL Intermediate Capability Handbook* will also be provided when published. All materials are distributed on the first day.

Instructors

All instructors are fully qualified and accredited by the appropriate examination board