

ITIL® Operational Support and Analysis Capability Course Blended

Certificate: ITIL® Operational Support and Analysis Capability

Duration: 2.5 days (virtual) classroom 10-hours self-paced eLearning

Course Delivery: Blended, Exam

Course ID: ITL9333-B, ITL9333-VC-B

Language: English

Credits: 4 Credits to ITIL Expert

PMI® PDUs: 30

Mastering ITIL Intermediate courses requires IT professionals to obtain great insight into the ITIL body of knowledge and to learn how to apply ITIL in real life. ITpreneurs' blended Operational Support and Analysis (OSA) training course uses an optimal mix of training methods to achieve this result in a way that is most convenient, effective, and economical to learners. Learners obtain the "knowing" component of the course by completing 10 hours of self-paced eLearning in their own time and at their own pace. After completing the eLearning component of the course, the program taps into the natural strengths of the classroom. In 2.5 days, learners are provided with a safe environment where they can learn to "apply" their knowledge through a combination of case studies, assignments, and role plays. *Thinking beyond the traditional classroom "box" and presenting students with an optimal mix of learning methods*

Course Description:

This ITIL Intermediate course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Operational Support and Analysis of services. 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 uses an optimal mix of learning methods to provide learners with the most effective way to build their ITIL knowledge with respect to Operational Support and Analysis, and to apply this knowledge in real life. Learners can complete eLearning modules on their own time to build their knowledge and then participate in interactive classroom or virtual classroom sessions to apply this knowledge in practice.

Audience:

The Operational Support and Analysis Capability course will be of interest to:

- Individuals who have their ITIL Foundation certificate and want to pursue the Intermediate and Advanced level ITIL certifications.
- Individuals and/or operational staff who require a comprehensive, practical understanding of the Operational Support and Analysis processes and their use in enhancing the quality of IT service support within an organization. For example, operational staff involved in Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management, and Application Management.
- IT professionals involved in IT Service Management implementation and improvement programs.



- Typical roles, including (but not restricted to) IT professionals, IT/business managers, IT/business process owners, and IT practitioners.

Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a practice and the principles, purposes and objectives of Operational Support and Analysis.
- Knowing the important role of Operational Support and Analysis in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehending the activities, methods, and functions used in each of the Operational Support and Analysis processes.
- Knowing how to apply Operational Support and Analysis processes, activities, and functions to achieve operational excellence.
- Measuring Operational Support and Analysis performance.
- Understanding the importance of IT security and how it supports Operational Support and Analysis.
- Understanding technology and implementation requirements in support of Operational Support and Analysis.
- Comprehending the challenges, Critical Success Factors, and risks related to Operational Support and Analysis.

Practical Information About the Course:

- A maximum of 18 people can attend this course with 1 instructor; more students require a second instructor.
- Learners have to provide their ITIL certificate numbers before the start of the course.
- Learners are expected to complete the eLearning modules prior to joining the classroom/virtual classroom sessions as the classroom sessions build upon the knowledge provided in the eLearning modules.
- Classroom/virtual classroom sessions run from 08:00 – 5:00 on days 1 and 2. The third day ends at 12.00.
- After the classroom sessions, there is one more eLearning module to complete; this is the exam preparation module.
- The exam can be scheduled at a time and date convenient to learners after the (virtual) classroom sessions.
- The eLearning modules and virtual classroom environment require a high-speed Internet connection, Internet Explorer 7.0 or higher, a headset, and a microphone.
- The instructor is available throughout the program to support learners with their eLearning modules. The instructor can be reached via telephone or e-mail.

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation certificate (holders of Foundation certificate from an earlier version of ITIL, e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years' professional experience working in IT Service Management is highly desirable.
- It is also strongly recommended that candidates:
 - o Can demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management in their own business environment
 - o Have exposure working in the Service Management capacity within a service provider environment, with responsibility emphasizing at least one of the following management processes:
 - Event Management, Incident Management, Request Fulfilment, Problem



Management, Access Management, Service Desk, Technical Management, IT Operations Management, and Application Management

- It is recommended that learners should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management practice core guidance, particularly the Service Lifecycle publication, in preparation for the examination. The syllabus can be downloaded from:
<http://www.itilofficialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>

Course Learner Material:

Digital reference contains concepts that are covered in the class an exam preparation guide. There is also a participant workbook that contains all the exercises and includes all the answers in the appendix. Participants also get access to eLearning modules a few weeks before the course starts. The eLearning materials are available for 2 years after completion of the course.

Examination:

- Evidence of ITIL Foundation certificate or and completion of the Operational Support and Analysis Capability course from an Accredited Training Provider are required to sit for the exam.
- The exam is a closed-book exam with eight (8) multiple-choice, scenario-based, gradient-scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first are allowed a maximum of 120 minutes and the use of a dictionary).
- Each question has 4 possible answer options; one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The pass score is 28/40 or 70%.

Credits:

- On successful passing the ITIL Operational Support and Analysis Capability exam, the student will be recognized with 4 credits in the ITIL Qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 30

Agenda:

eLearning	(Virtual) Classroom	(Virtual) Classroom	(Virtual) Classroom	eLearning
	Day 1	Day 2	Day 3	
6 hours of self-paced, instructor-supported eLearning	1. Introduction	3. Incident Management	6. Access Management	4 hours of self-paced, instructor-supported eLearning
	2. Event Management	4. Request Fulfilment Management 5. Problem Management	7. Service Desk	
	Lunch	Lunch	Lunch	
	3. Incident Management	5. Problem Management	7. Service Desk	
			8. Functions	



			9. Technology and Implementation Considerations	
	Homework	Homework		

ITpreneurs Training Material Accreditation Status



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