ITIL® Operational Support and Analysis

Course Outline

Prerequisites: Must be ITIL Foundation Certified

The ITIL® Intermediate Qualification: Operational Support and Analysis Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Service Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate. 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® Operational Support and Analysis publication.

Our ITIL® OSA module from the Capability Stream will successfully prepare you for certification and teach you the technical knowledge and skills you need to better understand ITIL® processes and roles.

Organisational Benefits

By understanding and using ITIL® your IT organisation can move towards a Service Management culture where your IT team can be (and is recognised as) a key player in the success of your customers and users.

ITIL® helps you to attain that key status by understanding the link between IT services and customer/user outcomes. ITIL? then helps to understand the best ways to manage those services, making your IT organisation indispensable to your customers.

Individual Benefits

By having a better understanding of the best-practice framework, it will enable you to identify areas for improvement back at the workplace, to develop your current role further, to do your job better.The reward being advancement within your company and a potential to increase your salary!

What will you learn from this E-Course

How does each operational process create value for your company?

What principles are required to design a meaningful Event Management process?

How do you best manage, control and utilize the Known Error Database?

What staffing capabilities are required for an efficient Service Desk?

How do you define and handle Events, Incidents, Problems and Requests?

What Modules are covered?

OSA01: Introduction to OSA
OSA02: Event Management
OSA03: Incident Management
OSA04: Request Fulfillment
OSA05: Problem Management
OSA06: Access Management
OSA07: The Service Desk
OSA08: Common OSA Functions and Roles
OSA09: Technology Consideration

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