

ITIL[®] v3 Capability Operational Support & Analysis

The ITIL[®] Capability Qualification: Operational Support and Analysis (OS&A) Certificate is a freestanding qualification, but also forms part of the ITIL[®] Intermediate Certification stream. This training course and associated exam and certificate teaches, tests, and validates the knowledge gained on industry practices in Service Management as documented in the ITIL[®] Service Lifecycle core publications, Service Operation. Certificate holders will be able to apply the practices in resolution and support of the Service Management Lifecycle with specific emphasis on Incident Management, Event management, Request Fulfillment, Problem Management and Access Management.

The programme is an intense study of how process efficiency and effectiveness play a critical role in the overall credibility that is afforded to the IT department, by business customers.

This is an intensive programme and evening work and studies will be required in order to adequately prepare for the international exam.





About the course

We understand that people are a vital element of any effort to improve overall service delivery.

Most organisations recognise this, but very few have a structured solution to manage it.

We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.

Course Outline

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- IT Operations
- Application Management
- Technical Management

Exam Format

- 8 complex multiple choice questions
- 90 minutes
- Maximum marks available: 40
- Pass Mark: 28 marks

Each answer is weighted according to its degree of correctness. 5 marks for the most correct, 3 marks for the next most correct and 1 mark for the least correct answer. One answer is a distracter worth 0 marks.

Target Audience

The target group of the ITIL® Capability Qualification: Operational Support and Analysis is:

- Individuals who have attained the ITIL® v3 Foundation certificate in Service Management, or the v2 Foundation plus the Foundation Bridge certificate and who wish to advance to a higher level ITIL® certifications
- Individuals who require a deep understanding of ITIL® in Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management and Service Desk
- Technical Management, IT Operations Management and Application Management

This may include but is not limited to, IT professionals, business managers and business process owners.

Duration

The programme is a full four day event, including exam preparation and the option to take the international examination on the final day.

Pre-Requisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management (the v3 Foundation or v2 Foundation plus Foundation Bridge Certificate) which shall be presented as documentary evidence to gain admission.

Outcomes

- Ability to use Service Management as a practice
- Ability to follow Service Operation principals
- Efficiently manage processes pertaining to Operational Support and Analysis across the Service Lifecycle
- The ability to make use of the following processes:
 - Event Management to detect any occurrences that have significance for the management of the IT Infrastructure or the delivery of an IT service
 - Incident Management to bring services back to normal operations as soon as possible
 - Request Fulfillment to fulfill requests, providing quick and effective access to standard services
 - Problem Management to prevent problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimise the impact of Incidents that cannot be prevented
 - Access Management to grant authorised users the right to use a service, while preventing access to non-authorised users

Bookings and Enquiries

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