



Transforming The Way People Learn

ITIL® Operational Support & Analysis (GK-IOSA)

2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Students taking this course will improve role-based capability and competency by increasing understanding about terminology, processes, roles & functions and activities in the ITIL® Service Lifecycle. It also provides a structured guide to ensuring an organisation can develop and implement complete and integrated, Best Practice processes.

The course enables students to sit the ITIL® Capability examination in Operational Support & Analysis. The ITIL® Intermediate Qualification in Operational Support & Analysis is a freestanding qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate. The ITIL® Intermediate Qualification in Operational Support & Analysis enables the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Value to the business of Operational Support & Analysis activities
- Scope of Operational Support and Analysis processes and functions, use of Operational Support & Analysis processes and functions to achieve operational excellence
- Operational Support & Analysis activities and the Service Lifecycle
- Optimising Service Operation performance
- Specific emphasis on the Service Operation processes and roles included in Event Management, Incident Management, Request fulfillment, Problem Management, Access Management
- Measuring Operational Support & Analysis
- IT Security and its importance to Operational Support & Analysis
- Technology and implementation considerations surrounding Operational Support & Analysis
- Challenges, Critical success factors and Risks associated with Operational Support & Analysis
- Operational Activities of processes covered in other lifecycle stages
- Organising for Service Operation

Duration

This is an intensive five day course which includes the ITIL® Operational Support & Analysis examination which takes place on the final day.

Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book



Target Audience

- Individuals who require a deep understanding of the ITIL Certificate in the Operational Support & Analysis processes, and how it may be used to enhance the quality of IT Support within an organisation
- Operational staff involved in Event Management process, Incident Management process, Request Fulfillment process, Problem Management process, Access Management process, Service Desk, Technical Management, Application Management and IT Operations Management and who wish to enhance their role-based capabilities

Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email training@ilxgroup.com for further assistance.

For further information contact:

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