



BUILDING TRAINING SOLUTIONS  
FOR THE IT WORLD

**Days:** 5  
**Format:** Instructor-Led  
**Class Code:** ITILV3-OSA  
**Certification Exams:**  
**Certification Track:**

**Recommended Course  
Sequence**

Knowledge of prerequisites  
noted below.

*Course content is subject to change  
without notice.*

**Course Description:**

The course builds on the general principles covered as part of the ITIL® Foundation course. This enables the organization to introduce Event Management, Incident Management, Request Fulfillment, Problem Management and Access Management processes, the Service Desk, Technical Management, IT Operations Management and Application Management functions as integral parts of its overall business-focused Services Framework.

**Prerequisites:**

ITIL v3 Foundation Certificate or v2 to v3 bridge equivalent is required.

**Target Student:**

The course is suitable for individuals who require a deep understanding of Operational Support & Analysis processes and how they may be used to enhance the quality of IT service

provision within an organization. It offers a natural career development path for practitioner staff who already hold the ISEB/EXIN ITIL® Foundation Certificate. Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

**Objectives:**

The purpose of Operational Support & Analysis is to obtain knowledge on ITIL terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL. The course provide delegates with practical guidance on the design and implementation of an integrated end-to-end processes based on proven industry best practice guidelines.

The course prepares delegates for the ITIL® Capability examination in Operational Support & Analysis.

**Professional Qualifications:**

The course forms part of the ITIL Intermediate qualification program. Comprehensive course documentation is provided.

The examination will consist of a complex multiple choices, closed book paper, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 70% or more. Successful candidates will be awarded 4 credits towards the ITIL Expert qualification.

**Structure:**

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

# ITIL Version 3 Operational Support and Analysis

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## Course Outline

### Lessons

- Service Management as a Practice and Service Operation Principals.
- Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis.
- Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service.
- Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels.
- Request Fulfillment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products.
- Problem Management which prevents problems and resulting incidents from happening, to eliminate recurring incidents and to minimize the impact of incidents that cannot be prevented.
- Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users.
- Operational activities of processes covered in other lifecycle phases such as Change Management, Configuration Management, Release and Deployment Management, Capacity Management, Availability Management, Knowledge Management.
- Financial Management for IT services, and IT Service Continuity Management.
- Common Service Operation activities related to Service Operation and Support.
- Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management, Application Management.
- Service Operations and Support Service Operation roles and responsibilities.
- Technology and Implementation Considerations.
- Challenges, Critical Success Factors and risks.