ITIL® INTERMEDIATE CAPABILITY:
Operational Support & Analysis

This new 4 Day ITIL® OSA course offers students a comprehensive and high quality approach to obtaining their ITIL Intermediate certificate credits.
The course is based upon ITIL's Service Lifecycle approach to service quality and the Core Capabilities within that lifecycle.

Who is OSA (Operational Support & Analysis) for?

The course & certification are suitable for any IT professional who would want to manage IT services specifically in Service Operations. This includes (but not restricted to) Incident Managers, Operational Managers, Problem Managers & Analysts, Information Security Professionals, IT Support professionals, Resolvers in various technologies such as Database, Storage, Servers, OS, Cloud, Networks etc.

Benefits

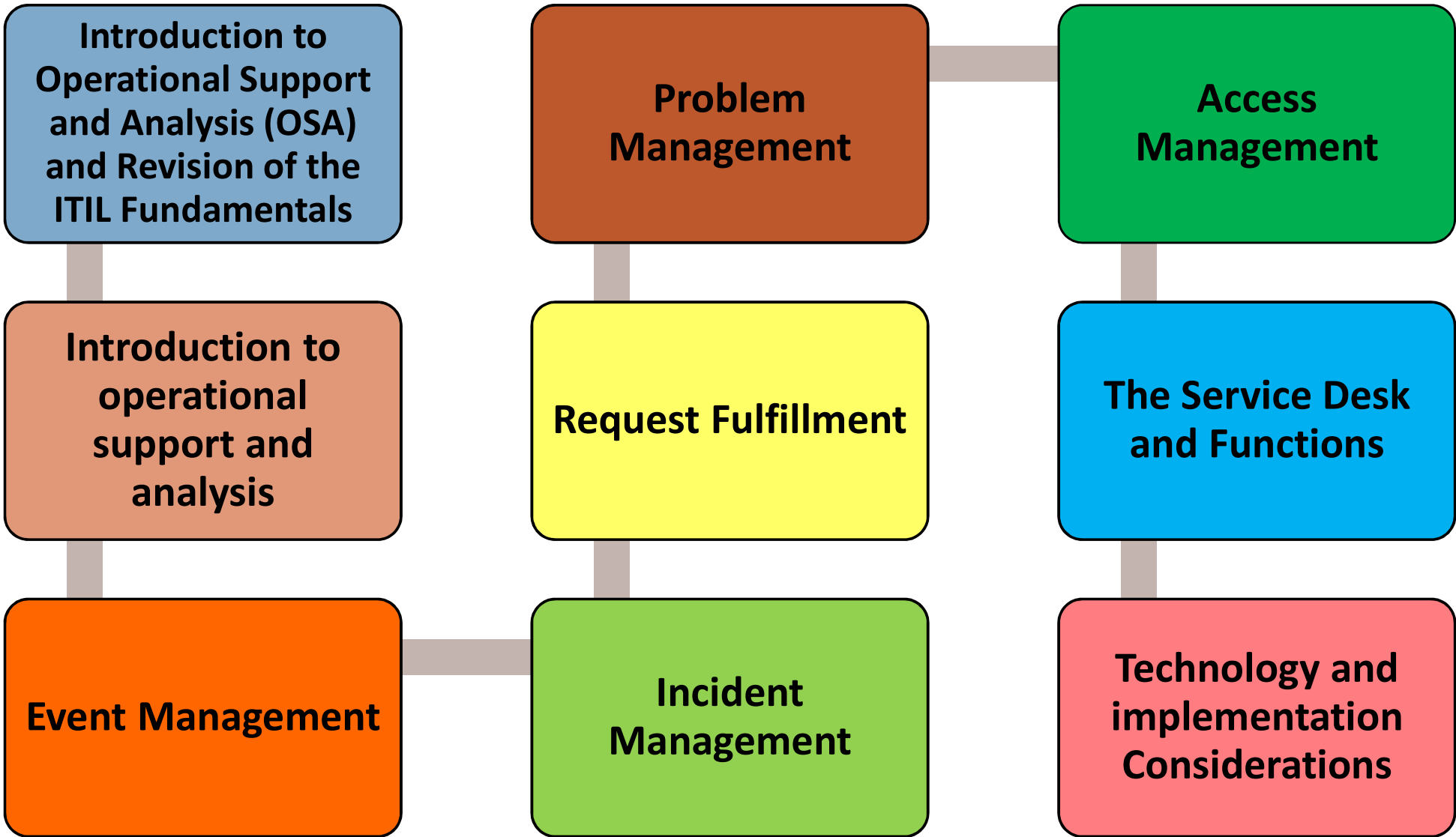OSA practices to enable the managing of event, incident, request, problem and access

Identify improvements to the implementation of ITIL processes to deliver and support customer services in the operations

Being in the know on OSA will ensure that the day-to-day delivery of services match the requirements of the business.

Delegates will be able to spot the weakness in strategic, design, transition and operations functionality of services, for improvement.

Delegates will understand the various functions, metrics, roles and responsibilities to deliver & manage IT services.

4P Advisory Services

Consulting, Training, Projects, Examinations, Assessment & Audit

Course Outline

Introduction to Operational Support and Analysis (OSA) and Revision of the ITIL Fundamentals

Problem Management

Access Management

Introduction to operational support and analysis

Request Fulfillment

The Service Desk and Functions

Event Management

Incident Management

Technology and implementation Considerations

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Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

4 Credit Points towards the ITIL Expert qualification

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Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes

Pre-Exam registration required.

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WHY 4P?

- A Leading Training & Consulting Organization
- Accredited by various principals
- World-wide presence and delivery models
- Unique, but proven, knowledge transfer and validation techniques
- Result oriented approach for individuals and corporates

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Join NOW!

>>Contact: info@4pa.in