

ITIL® Intermediate: Operation Support and Analysis

Event, Incident, Request, Problem, Access, Technical, IT Operations and Application Management

The ITIL Operational Support and Analysis (OSA) is an ITIL qualification and is one of four ITIL Service Capability modules, covering the practical applications of the OSA practices in resolution and support of the service management lifecycle.

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| Delivery: | e-Learning | Mock Exam: | Included in Course (x2) |
| Certificate: | Examination (included) | Duration: | 30 hours and 30 minutes, self-paced |
| Accredited By: | PeopleCert | Language: | English |

Course Overview

The ITIL Operational Support and Analysis qualification is one of four ITIL Service Capability Courses and will provide you with guidance that focusses on the practical application of OSA practices in order to enable event, incident, request, problem, access, technical, IT operations and application management.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Operational Support and Analysis at management level. I will also benefit operational staff involved in Event Management, Incident Management, Request Fulfilment, Problem Management, Access Management and the Service Desk, Technical Management, IT Operations Management and Application functions who wish to enhance their role-based capabilities.

It is also suitable if you have completed the ITIL Foundation certificate, and you are wishing to advance to higher level ITIL certifications.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Service Strategy Certificate in IT Service Management.

