

# ITIL® V3 Intermediate Qualification: Operational Support and Analysis (OSA) CBT or eLearning

Pultorak & Associates' ITIL Version 3 (V3) Intermediate Qualification: Operational Support and Analysis (OSA) Computer-Based Training (CBT) / eLearning Course offers an interactive, self directed learning experience that provides optimal flexibility and value for your training dollars. The real world experience of our team of experts has been captured in a multimedia training application that is designed to provide engaging content in a straightforward, no non-sense introduction to ITIL V3. We offer this 30-hour fully accredited course as a Web application or hosted on your eLearning system.

The OSA Certificate is a freestanding qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules leading to the ITIL Expert in IT Service Management Certificate.

The CBT / eLearning also includes job aids, handouts, the official syllabus and sample exams, as well as the ITIL Glossary.

## **Optional Certification Examination**

Upon completion of the course, candidates may sit the optional ITIL V3 Intermediate Qualification examination leading to the ITIL Intermediate Qualification: OSA Certificate. Ninety (90) minutes (120 minutes and the use of a dictionary for those taking the examination in a language other than their first language) is allowed for the closed-book, supervised examination which may be online or paper-based. The examination is a complex multiple choice format and consists of eight (8) scenario-based, gradient scored questions. Each question will have four possible answer options, one of 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. Proof of attendance at an accredited training course will be required prior to taking the exam.

## **Participant Prerequisites**

Participants who wish to be eligible for the examination should provide documentary evidence prior to the course that they hold the ITIL Foundation Certificate (the V3 Foundation or V2 Foundation plus Bridge Certificate). It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

For more information, contact  
Pultorak & Associates, Ltd.  
Seattle | Philadelphia | Manila  
Phone +1(206)729-1107  
Fax +1(206)418-6757  
Web: www.pultorak.com  
Email: info@pultorak.com

## Technical Requirements

**Computer-based / Web-based solution** Flash Player 6.0.79 or later (Flash Player 7 or later recommended), and one of the following browsers:

- Windows: Internet Explorer 6 and later, Firefox 1.x and later, Safari 3 and later, Google Chrome, Opera 9.5 and later
- Macintosh: Safari 3 and later, Firefox 1.x and later, Google Chrome
- Linux: Firefox 1.x and later

**Learning Management Systems** – The solution is compatible with SCORM compliant learning management platforms.

## Course Outline

- Introduction to Operational Support and Analysis
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk Function
- OSA and Technical, Operations, Applications Management Functions
- OSA Technology and Implementation Considerations
- Summary, Exam Preparation, and Directed Studies

## Why Choose Pultorak CBT / eLearning Courses?

**Instructional Design** – Designed with an education methodology that gives special consideration to how adults learn.

**Real-world Expertise** – The course maps the concepts back to real-world scenarios.

**Learning Reinforced** – Interactive activities and quizzes.

**Expert Support** – Access experts and user forums to assist participants.

## Value – Instructional Design at a Low Cost

Compared with instructor led training, CBT / eLearning provides a tremendous value in overall cost for the organization and a flexible learning option for the student.

## Cost

**Computer-based / Web-based Solution** - \$257 per seat for this 30-hour CBT / eLearning course

**Hosted on your Learning Management System** – priced upon request  
Pricing valid as of August 2008 and subject to change

## For More Information or to Place an Order

Contact Pultorak & Associates at (206) 729-1107, info@pultorak.com, or visit our website at www.pultorak.com.