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ITIL® V3 Intermediate Qualification: Operational Support and Analysis (OSA)

Course Description

Pultorak & Associates' ITIL Version 3 (V3) Intermediate Qualification: Operational Support and Analysis (OSA) course is a 5-day (30 contact-hour) course leading to the ITIL Intermediate Qualification: OSA Certificate. 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 purpose of this course and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in Service Management as documented in the ITIL Service Lifecycle core publications. The ITIL Certificate in OSA is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

Class size is limited to maximum of 12 students to one trainer for an accredited delivery, with no minimum class size required for an accredited delivery of this course.

Certification Examination Type and Duration

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.

Course Materials

All participants receive a participant kit which includes a copy of the course presentation with extensive notes, job aids, handouts, the official syllabus and sample exams, as well as the ITIL Glossary.

Pultorak & Associates can deliver this class for you, or you may opt to purchase our course material to deliver yourself.

Please note that the purchase of courseware only does not automatically grant the user access to certification exams. The Certification Organizations require the purchaser to be either an Accredited Training Organization or an Accredited Training Associate of Pultorak & Associates.

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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 also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of OSA management of their business environment
- Have exposure working in the service management capacity within a service provider environment, with responsibility on at least one of the following management disciplines:
 - Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management processes
 - Service Desk, Technical Management, IT Operations Management, and Application Management functions

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications prior to attending training for the certification.

Learning Outcomes

Following completion of this training, the candidate will know:

- The importance of Service Management as a practice concept and Service Operation principles, purpose, and objectives
- The importance of ITIL OSA while providing service
- How ITIL OSA and other Service Lifecycle processes interact
- The activities, methods, and functions used in each of OSA process
- How to use the ITIL OSA processes, activities, and functions to achieve operational excellence, and how to measure ITIL OSA
- The importance of IT Security and its contributions to ITIL OSA
- The technology and implementation challenges, Critical Success Factors, and risks associated with ITIL OSA

Course Outline

- Introduction to OSA
- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Functions: Roles, Objectives, Activities
- Technology and Implementation Considerations
- Summary, Exam Preparation, and Directed Studies

Why Pultorak for This Course?

Pultorak & Associates' industry experts have years of experience in ITIL and its implementation. We are active contributors to the content and strive to ensure that the concepts are backed by real-world examples and critical insights that help you chart your own path to achieve your goals with ITIL®. Our experienced instructors have not only lived the subject matter but are also versed in creating meaningful, engaging participant-centered adult learning and delivering value to you like no one else can.

For More Information or to Place an Order

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