

## ITIL® v3 Service Capability Course – Operational Support & Analysis (OSA)

The OSA course builds on the general principles covered as part of the ITIL®V3 Foundation course. It covers in-depth the Event Management, Incident Management, Request Fulfillment, Problem Management and Access Management processes as well as the Service Desk, Technical Management, Application Management and IT Operations Management functions, to the level needed to introduce or improve these capabilities within an organization as an integral part of the overall business-focused Service Management framework.

### Course Duration

This is an intensive five-day course that includes the official APMG certification exam.

### What You Will Learn

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course has a number of study units with practical case study-based application to reinforce the knowledge gained. These include:

- The Service Lifecycle and Service Management as a practice:  
Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate “service” and be able to explain the concept of Service Management as a practice
- OSA Key Principles, Models and Concepts:  
Understand the common principles and guidelines of the Service Operation phase, that directly influence the performance of the OSA processes and functions
- Operational Support & Analysis Processes:  
Understand and articulate the activities of the OSA processes as well as the operational activities shared across the lifecycle. Other areas of discussion include information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:
  - Event Management
  - Incident Management
  - Request Fulfillment
  - Problem Management
  - Access Management
- Operational Support & Analysis Functions:  
Understand the role, objectives and activities of all the ITIL v3 OSA functions. The functions include:
  - Service Desk
  - Technical Management
  - IT Operations Management (IT Operations Control, Facilities Management)
  - Application Management
- Service Management Technology:  
Understand the use of technology in supporting Service Management and the OSA processes and functions and explore concepts that have an impact on its planning and implementation

This course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and the processes and functions associated with Operational Support and Analysis and is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course not

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only explores the OSA processes but also the role of the common operational activities and relates their tasks/outcomes/supporting roles directly to the ITSM processes. Keeping the lifecycle theme, the relationships to the other phases and the criticality of communication between the phases is detailed and emphasized.

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Operation Lifecycle course.

### Prerequisites

- The ITIL®v3 Foundation Certification in IT Service Management or the v2 to v3 Foundation Bridge equivalent.
- Two to four years professional experience with Service Management as well as defined experience in at least one of the OSA processes.

### Student Responsibilities

Students must complete at least 21 hours of personal study by reviewing the Service Operation publication prior to the course start and allowing for a minimum of 90 minutes of study per evening during the course.

The OSA course and exam are very challenging. Upon registration for the course, students will be provided with a pre-course reading list. Students will be expected to read the sections listed from the appropriate ITIL® book – Service Operation – before the first day of class.

This ITIL® book is not included with the course but can be purchase from [orders@diymonde.com](mailto:orders@diymonde.com).

### Professional Qualification

This course forms part of the ITIL® Intermediate qualification program.

Successfully passing the 90 minute in-class exam, consisting of eight (8) complex, multi-part, multiple choice scenario-based gradient scored questions lead to the ITIL® V3 Intermediate Service Capability Certificate: Operational Support & Analysis. The pass mark is 70% (28/40) or more.

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the ITIL® Expert certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle courses 'Service Operation' and the Capability course 'Operational Support & Analysis' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is NOT recommended that both feature in the selection of courses taken in order to acquire the points necessary for the award of 'ITIL Expert' status – even though all points acquired will be credited.

### Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The ITIL® Service Operation Key Element Guide will also be provided. All materials are distributed on the first day.