



## **THE ITIL INTERMEDIATE QUALIFICATION: OPERATIONAL SUPPORT AND ANALYSIS CERTIFICATE**



The ITIL Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is a freestanding qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

### **Target Group**

- Individuals who have attained the ITIL Foundation certificate in Service Management and who wish to advance to higher level ITIL certifications
- Individuals who require a deep understanding of ITIL Certificate in Operational Support and Analysis processes and how it may be used to enhance the quality of IT service support within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Event Management Process, Incident Management Process, Request Fulfilment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management

### **Learning Objectives**

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Service Operation Principles
- The Processes pertaining to Operational Support and Analysis across the Service Lifecycle
- Specific emphasis on the Service Operation Lifecycle processes and roles included in:
  - Event Management which defines any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of an IT service
  - Incident Management which has the capability to bring services back to normal operations as soon as possible, according to agreed service levels
  - Request Fulfilment which fulfils a request providing quick and effective access to standard services which business staff can use to improve their productivity or the quality of business services and products
  - Problem Management which prevents problems and resulting Incidents from happening, to eliminate recurring Incidents and to minimize the impact of Incidents that cannot be prevented
  - Access Management which grants authorised users the right to use a service, while preventing access to non-authorised users
- Operational activities of processes covered in other Lifecycle phases such as:
  - Change Management
  - Service Asset and Configuration Management
  - Release and Deployment Management
  - Capacity Management
  - Availability Management
  - Knowledge Management
  - Financial Management for IT Services, and
  - IT Service Continuity Management
  - Organising for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management and Application Management
  - Service Operations and Support Service Operation roles and responsibilities
  - Technology and Implementation Considerations
  - Challenges, Critical Success Factors and risks

### **Prerequisite Entry Criteria**

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (includes the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.



It is also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of Planning, Protection and Optimisation management of their own business environment
- Have experience of working in a service management capacity within a service provider environment, with responsibility for at least one of the following management disciplines:
  - Event management process
  - Incident management process
  - Request fulfilment process
  - Problem management process
  - Access management process
  - Service desk
  - Technical management
  - IT operations management
  - Application management.

It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular, the Service Operation publication.

### What is provided?

- **Comprehensive course materials** – We provide a full copy of all the course slides with room to make your own notes, there is also a full copy of the ITIL Glossary and acronyms list and many course handouts.
- **A copy of the OSA Capability Handbook** – Worth **£9.95**. This book provides a quick reference to the processes covered by the ITIL Operational Support and Analysis syllabus. It is designed to act as a study aid for students taking the OSA course and as a handy portable reference for practitioners who work with these processes.
- **Example Questions** – To get you plenty of exam practice we have accredited sample papers which will be covered in exam conditions and during the course there are actual exam sample questions at the end of each section.
- **Lunch and Refreshments** – We recognise that to get the best out of our delegates we need to make sure we give you brain food and refreshments; these are available throughout the day.
- **Follow up Guidance** – We are certain that following the course you will have many questions and our tutors and sales team are available to discuss where to go next or even how to get started with putting what you have learnt on the course onto practice.

### Examination

Eight (8) multiple choice, scenario-based, gradient scored questions over 90 minutes. Pass mark is 28/40 or 70%.

### What is the benefit of ITIL training in my organisation?

ITIL delivers four main areas of savings potential:

- Cost savings – money currently being spent can be reduced.
- Cost avoidance – money allocated for spending can be saved.
- Higher IT productivity – increased productivity and reduced costs.
- Increased Business productivity – resulting from higher quality IT services.

### Why should you take your training with Purple Griffon?

- We have over 50 ITIL Expert tutors
- We use our own accredited materials
- We have been delivering ITSM training for over 8 years
- We are accredited through BCS to deliver this training
- We have trained thousands of delegates worldwide

### Don't just take our word for it, this is what our customers say about our training:

"This course increased & improved my understanding giving me greater insight into our business functions"

"The trainer had great knowledge of the subject"

"Course was very relevant to my job"

"The trainer made the subject interesting and enjoyable"

"The course was very relevant to my post and will help us start to develop strategies and policies within our organisation"

### Who have we have trained?



This course is available as a public scheduled course and also as a private single company course. Please see [www.purplegriffon.com](http://www.purplegriffon.com) for dates and locations. ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Cabinet Office, and is registered in the U.S. Patent and Trademark Office