

**Course 351:**  
**ITIL® v3 Certification: Operational Support & Analysis**  
*Intermediate – Capability Stream*  
(5 days)

**Course Description...**

This 5-day course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery, as defined in the ITIL® Practices in Service Management. The course also prepares learners to obtain their ITIL Intermediate Qualification Operational Support and Analysis certificate.

This course provides learners with a deep understanding of the Operational Support and Analysis (OSA) processes and how they may be used to enhance the quality of IT service support within an organization and assists operational staff involved in processes such as Event Management, Incident Management, Request Fulfillment, Problem Management and/or Access Management in enhancing their role-based capabilities.

The main focus is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. Instructor-led sessions are delivered through a combination of instructional techniques including lecture, case studies and practical assignments or exercises to reinforce the learning. Courses are typically delivered over a five day period with the fifth day focused on review, exam preparation and the administering of the examination.

The offering is part of the “Capability Stream” courses leading to ITIL Expert Qualification. Upon successful completion of the associated certification, participants will have 4 credits towards an ITIL v3 Expert certificate.

**Learning Objectives...**

- Service Management as a Practice and Service Operation Principles
- Processes across the Service Lifecycle pertaining to the practice elements within Operational Support and Analysis: Event Management, Incident Management, Request Fulfillment, Problem Management and Access Management
- Operational Activities of Processes covered in other Service Lifecycle phases, such as Change Management, Service Asset & Configuration Management, Release & Deployment Management, Availability Management, Knowledge Management, Capacity Management, IT Service Continuity Management
- Organizing for Service Operation – Service Operations Functions
- Service Operations and Support Services Operation roles and responsibilities
- Technology and Implementation Considerations in OSA
- Operational Support and Analysis Challenges, Critical Success Factors and Risks



## Customer value...

This course allows the learner to broaden and deepen their knowledge and understanding of the principles of the process areas under study. They will then be equipped to contribute effectively to ITIL-based service improvement efforts in their organizations and to contribute to successful ongoing role-based activities.

## Who should attend...

The Operational Support and Analysis capability course will be of interest to:

- Individuals and / or operational staff who require a deep practical understanding of the Operational Support and Analysis processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Incident Management, Request Fulfillment, Problem Management or other covered areas.
- IT professionals involved in IT Service Management improvement programs.
- Individuals who have their ITIL v3 Foundation Certificate or equivalent who want to pursue intermediate qualifications and/or the ITIL Expert qualification. (itself a prerequisite for ITIL Master certification)

A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners and IT practitioners.

## Prerequisites...

Participants must hold either:

- the ITIL v3 Foundation Certificate
- or
- the ITIL v2 Foundation, plus the ITIL v3 Foundation Bridge Certificate

Before taking the course it is strongly recommended that candidates have approximately two years exposure to basic concepts in IT and have related work experience.

## Certification...

Only candidates who have attended a course given by an accredited training provider such as Third Sky may sit for the examination.

Each examination consists of eight (8) multiple choice, scenario-based questions that will be scored on a gradient. Candidates writing the examination in their first language will have a maximum of 90 minutes to complete it. (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary.) A grade of 70% or higher is necessary to pass the exam.

Note: ITIL ® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is registered in the U.S. Patent and Trademark Office. The trade mark symbol should be inferred wherever the term "ITIL" appears in these materials.