

Course Fact Sheet

Operational Support & Analysis (OSA) Capability Course

36 PMI PDUs – 4 Credits to ITIL Expert; 2.5 days classroom + 10 hours e-learning

Impetus Consulting introduces an accelerated program that takes you to ITIL v3 Planning, Protection & Optimization Certification using innovative learning methods and energized classroom sessions.

The combination of 10 hours instructor-supported e-learning and classroom course allows students to manage study time whilst reducing the number of classroom days to only 2.5 days.

This 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.

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 training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

Courseware is designed using an engaging, scenario-based approach to learning the core disciplines of ITIL best practices. Exams can be taken after the course at a convenient time after the course to allow additional study time.

*Course runs 13:30 to 18:00 on day 1, 09:00 to 18:00 on day2 and day 3.
Exams will be scheduled on demand.*

Program Benefits

Accelerated path to Certification: The normal path to ITIL V3 OSA requires 5 days classroom. This fast-track program is a definite path to Certification that presents you the ITIL V3 OSA Certificate after completing a 2.5 days classroom program and 10 hours of self paced e-learning. Reduced travel, lodging and classroom days make this attractive.

Innovation in Design: Innovative use of e-learning for the theoretical components of the course allows you to study in your own time at your own pace.

Learning Objectives

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective
- Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Operational Support and Analysis processes
- The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure Operational Support and Analysis performance
- The importance of IT Security and how it supports Operational Support and Analysis
- Understanding technology and implementation requirements in support of Operational Support and Analysis
- The challenges, critical success factors and risks related with Operational Support and Analysis
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Audience

This course will be of particular interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a comprehensive 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 Event Management Process, Incident Management Process, Request Fulfillment Process, Problem Management Process, Access Management Process, Service Desk, Technical Management, IT Operations Management and Application Management
- IT professionals involved in IT Service Management implementation and improvement programs
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Prerequisites

ITIL v3 Foundation certification or ITIL v2 Foundation plus ITIL v3 Foundation Bridge certifications

Students must complete the associated self-paced study course sections prior to attending the classroom portion of these classes (6 hours) – completion will be verified via ITpreneurs LMS systems

There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable

It is recommended that students should complete a personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy, Service Design and Service Transition publications in preparation for the examination.

The syllabus can be downloaded from the [Official ITIL Website](http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp)
(<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>)

Examination Information

The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.

Exam duration is a maximum 90 minutes for all candidates in their respective language (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)

Each question will have 4 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.

Pass score is 28/40 or 70%

Course Structure

Stage 1 Self-Paced E-Learning	Stage 2 Interactive Classroom Sessions	Stage 3 Post-Study	Stage 4 Certification Exams
6 hours	2.5 days (20 hours)	4 hours	90 minutes

About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of IT Management including Enterprise Systems Management, IT Service Management, IT Governance and Project Management through strategic partnerships with the industry leaders in individual areas of our activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at info@impetus.ae.

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

We look forward to welcoming you in our class!