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ITIL

ITIL® Capability - Operational Support and Analysis (OSA) Certification Training

This training provides students with necessary knowledge and skills to better understand ITIL® processes and roles including Service Management and the Operational Support Lifecycle.

Course Overview

Our 5-day instructor-led Operational Support and Analysis (OSA) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is designed for IT professionals in the field of Service Management. It covers:

- Service Management as a practice
- Service operation principles
- The Service Operation Lifecycle's roles & processes
- The Operational Support & Analysis process across the Service Lifecycle
- Organizing for Service Operation
- Critical success factors, challenges & risks associated with ITIL® Operational Support & Analysis
- The importance of IT security & its contributions to ITIL® Operation Support & Analysis

This course will prepare you for the ITIL® OSA Certification exam.

Course Outline

Common Practices for Service Operation

- OSA - Business Value



- OSA Scope for Functions and Processes
- Supporting the Service Lifecycle
- Optimization of Service Operation Performance

Processes for Event, Incident, Request Fulfillment, Problem and Access Management

- Purpose, Scope and Objectives
- Business Value
- Basic Concepts, Principles and Policies
- Process Activities, Techniques and Methods
- Triggers, Inputs, and Outputs
- CSFs and KPIs
- Information Management and the Event Management Process
- Information Management and the Incident Management Process
- Information Management and the Request Fulfillment Process
- Information Management and the Problem Management Process
- Information Management and the Access Management Process
- Common Risks and Challenges

The Service Desk

- Service Desk Role and Objectives
- Varying Organizational Structures
- Considerations for Staffing
- Performance Measurement
- Common Issues and Safeguards for Outsourcing

Common OSA Functions

- Overview of Functions for Technical Management
- Overview of Functions for IT Operations Management
- Overview of Functions for Applications Management

OSA Improvements

- Measuring Performance – Goals and Metrics
- Frameworks for Service and Process Measurement
- Reporting Framework – Common Creation Rules and Policies
- Continual Service Improvement Through OSA Practices



Considerations for Technology and Implementation

- Generic Requirements for Technology
- Common Criteria for Evaluating Technology and the Tools Used for Implementing Processes
- Common Practices for Project, Risk, and Staffing Processes
- Common Implementation Challenges, Risks, and CSFs
- Service Management Technologies Planning and Implementation Process

Exam Information

You can use the ITIL Intermediate voucher on any ITIL Lifecycle or Capability exam.

Details:

- Number of Questions: 8
- Passing Score: 70% (28/40)
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Delivery: Pearson VUE

Objectives:

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- The Service Desk
- Roles and Functions of Operational Support and Analysis
- Considerations for Technology and Implementation

Phoenix TS is an authorized testing center for Pearson VUE and Prometric exams. To register for exams visit the Pearson VUE or Prometric websites or call us at **(240) 667-7757**.

ITIL OSA Certification Training FAQs

What are the prerequisites for this training?



Before taking this course, students must have the ITIL® Foundation Qualification. It is also recommended that you understand IT terminology, as well as experience working as a Service Manager.

Who should attend this training?

Network Support Personnel, Database Administrators, Business Managers, and other IT professionals in the IT service management field.

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We'll match any competitor's price quote. Call us at 240-667-7757.

Included in this **ITIL® Capability - Operational Support and Analysis (OSA) Certification Training**

- 5 days instructor-led training
- ITIL® Capability - Operational Support and Analysis (OSA) Certification Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class*
- Tea, coffee and soda available throughout the day*
- Freshly baked cookies every afternoon*