



## **ITIL® V3 CERTIFICATION:** **SERVICE CAPABILITY - OPERATIONAL SUPPORT & ANALYSIS (OSA)**

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### **COURSE DESCRIPTION**

This 5 day program leads to a Certificate in ITIL V3 Service Capability Management - Operational Support and Analysis. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Operational Support and Analysis subject areas are:

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

### **WHO SHOULD ATTEND**

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is the process activities, execution and use throughout the Service Lifecycle.

### **PREREQUISITES**

Students must hold the *ITIL Foundation Certificate in IT Service Management*, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

## EXAM

An optional eight question, ninety minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded four credits towards ITIL Expert® certification upon successful completion of the exam.

## REFERENCE MATERIAL

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

## CREDITS EARNED

- 4 ITIL Expert Credits
- 38 PDU Credits

Program Accredited By 

*ITIL® courses are offered through itSM Solutions LLC, which is an accredited training provider.*