

ITIL® CERTIFICATE IN OPERATIONAL SUPPORT AND ANALYSIS

The ITIL® Certificate in Operational Support and Analysis is intended to enable the holders of the certificate to the ITIL® Foundation certificate in IT Service Management to apply the practices in resolution and support of the Service Management lifecycle.

Target Group

The target group of the ITIL® Certificate in Operational Support and Analysis is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate 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

This may include but is not limited to, IT professionals, business managers and business process owners.

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 and Service Operation Principals
- Processes across the Service Lifecycle pertaining to the capability of Operational Support and Analysis
- 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.



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- Access Management which grants authorized users the right to use a service, while preventing access to non-authorized users.
- Operational activities of processes covered in other lifecycle phases such as Change

Management, Configuration Management, Release and Deployment Management, Capacity Management, Availability Management, Knowledge Management, Financial Management for IT services, and IT Service Continuity Management.

- Common Service Operation activities related to Service Operation and Support
- Organizing for Service Operation which describe functions to be performed within the Service Operation and Support such as Service Desk, Technical Management, IT Operations Management, 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 attend an accredited ITIL® Certificate in Operational Support and Analysis shall:

- Hold an ITIL® V3 Foundation certificate in IT Service Management, or V2-V3 Foundation bridge certificate.
- Demonstrate familiarity with IT terminology and understand the context of Release, Control and Validation management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - o Event Management Process
 - o Incident Management Process
 - o Request Fulfilment Process
 - o Problem Management Process
 - o Access Management Process
 - o Service Desk
 - o Technical Management
 - o IT Operations Management
 - o Application Management

It is assumed that the candidate will have read the following ITIL Service Management Practices core lifecycle publications:

- Service Operation
- Continual Service Improvement

Eligibility for Examination

To be eligible for the examination leading to an accredited ITIL® Certificate in Operational Support and Analysis , the candidate must fulfill the following requirements:

- At least 30 hours of study with an accredited training provider for this syllabus;



- Demonstrate 2 to 4 years professional experience on the ITSM market place;
- Hold the ITIL® Foundation in IT Service Management certificate
- Have completed minimum of 12 hours of personal study.

Syllabus

Candidates for the ITIL® Operational Support and Analysis certificate must have to complete all 16 course modules and successfully pass the corresponding examination to achieve accreditation.

The units cover the topics listed:

1. Introduction

This unit is aiming to measure whether a candidate would be able to describe the importance of Operational Support and Analysis in the context of the Service Lifecycle.

2. Event Management

This unit is aiming to measure whether a candidate is able to explain how Event Management contributes to Service Operation.

3. Incident Management

This unit is aiming to measure whether a candidate would be able to explain how Incident Management contributes to Service Operation.

4. Request Fulfilment

This unit is aiming to measure whether a candidate would be able to explain how Request Fulfilment contributes to Service Operation.

5. Problem Management

This unit is aiming to measure whether a candidate would be able to be able to explain how Problem contributes to Service Operation.

6. Access Management

This unit is aiming to measure whether a candidate would be able to be able to explain how Access Management contributes to Service Operation.

7. Common Service Operation Activities

This unit is aiming to measure whether a candidate would be able to be able to explain how Common Service Operation Activities contribute to Service Operation.

8. Service Desk

This unit is aiming to measure whether a candidate would be able to explain how Service Desk contributes to Service Operation.



9. Technical Management

This unit is aiming to measure whether a candidate would be able to explain how Technical Management contributes to Service Operation.

10.IT Operations Management

This unit is aiming to measure whether a candidate would be able to explain how IT Operations Management contributes to Service Operation.

11.Application Management

This unit is aiming to measure whether a candidate would be able to explain how Application Management contributes to Service Operation.

12.Service Operation roles and responsibilities

This unit is aiming to measure whether a candidate would be able to be able to explain how Service Operation roles and responsibilities contribute to Service Operation.

13.Service Operation Organization Structures

This unit is aiming to measure whether a candidate would be able to be able to explain how Service Operation Organization Structures contribute to Service Operation.

14.Technology considerations

This unit is aiming to measure whether a candidate would be able to be able to explain how Technology considerations contribute to Service Operation.

15.Implementation considerations

This unit is aiming to measure whether a candidate would be able to be able to explain how Implementation considerations contribute to Service Operation.

16.Challenges, Critical Success Factors and risks

This unit is aiming to measure whether a candidate would be able to be able to explain how Challenges, Critical Success Factors and risks contribute to Service Operation.

Examination Format

This syllabus has an accompanying examination with must be passed for the candidate to achieve the ITIL® Certificate in Operational Support and Analysis.

Exam Type: Nine (9) Complex ,multi-part, multiple choice scenario-based gradient scored questions Duration Maximum **90** minutes

Prerequisite: ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of an OS&A Course from and ITIL Accredited Training Provider.

Supervised: Yes

Open Book: No

Pass Score: 65% (6 of 9)



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Distinction Score: 75% (7 of 9)

Paper Based Examination

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