



## **Curso** ITILOSA - ITIL Capability: Operational Support And Analysis (OSA)

30,00 Horas

### **Introdução**

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The ITIL® OSA (Operational Support and Analysis) course is part of the ITIL® Intermediate Capability certification stream. The course prepares candidates to take the ITIL® Operational Support and Analysis Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

### **Público-alvo**

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Operational Support and Analysis cluster of processes and functions.

### **Quando completar o curso**

Upon successfully achieving the ITIL® Operational Support and Analysis certificate, the student will earn 4 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 35

### **Pré-requisitos**

An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment.

### **Exames**

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

### **Conteúdo em detalhe**

At the end of this course, you will learn:

The concept of Service Management as a practice

The role of processes in the Lifecycle

The purpose, goal and objectives of the Event Management Process

The Service Desk Role and concepts

The purpose, goal and objectives of the Incident Management Process

The purpose, goal and objectives of the Problem Management Process

The purpose, goal and objectives of the Request Fulfillment Process

The purpose, goal and objectives of the Access Management Process

How to plan and implement Service management Technologies