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What is ITIL® Intermediate Training - Operational Support & Analysis training?

The ITIL® Intermediate Operational Support and Analysis training course is part of the ITIL Service Capability stream and is designed for delegates who wish to attain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.

ITIL® Intermediate Course Operational Support and Analysis Exam

The Operational Support and Analysis exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. 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 achieves no marks.

Who is ITIL® Intermediate Training - Operational Support & Analysis training intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

Upon completion of this ITIL® Intermediate Operational Support and Analysis training course you will gain an understanding of:

- The importance of Service Management as a Practice concept and Service Operation Principles, purpose and objectives
- The importance of ITIL Operational Support and Analysis while providing service
- How all processes in ITIL Operational Support and Analysis interact with other Service Lifecycle processes
- The processes, activities, methods and functions used in each of the ITIL Operational Support and Analysis processes

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- How to use the ITIL Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure ITIL Operational Support and Analysis
- The importance of IT Security and its contributions to ITIL Operational Support and Analysis
- Understanding the technology and implementation considerations surrounding ITIL Operational Support and Analysis
- The challenges, Critical Success Factors and risks associated with ITIL Operational Support and Analysis

Modules

- Introduction to Operational Support and Analysis
- Event Management
- Incident Management
- Request Fulfilment
- Problem Management
- Access Management
- The Service Desk
- Functions
- Technology and Implementation considerations

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