



ITIL Intermediate Capability Operational Support & Analysis



ITIL PROCESSES IN PRACTICE

Course Objective

The 4-day ITIL® Intermediate Capability Operational Support & Analysis training course fully prepares every participant for EXIN's "ITIL Intermediate Capability Operational Support & Analysis" certification examination.

ITIL Intermediate Capability Operational Support & Analysis Processes (OSA):

- Incident Management
- Problem Management
- Event Management
- Access Management
- Request Fulfillment

Each ITIL Intermediate Capability training course teaches IT professionals how to analyze, manage, organize, apply, monitor and improve the key IT Service Management processes. ITIL Intermediate Capability training courses are very practical with many hands-on assignments and are focused on work-related situations.

Prerequisites

- The ITIL v3 Foundation in IT Service Management certificate or Foundation v2-v3 Bridge is a prerequisite for every ITIL Intermediate training course
- Recommended: at least three years of practical experience in the desired fields of study
- Recommended: Hands-on experience with implementing and practicing ITIL's best practices for at least 6 months after passing for the ITIL Foundation examination
- Recommended: 20 hours of studying the appropriate ITIL literature

Target Audience

- The ITIL Intermediate Capability certification training courses are intended for professionals who will participate in managing, organizing and optimizing the operations of the processes in an IT Service Organization which has implemented, or started to implement, ITIL-based processes
- The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimizing, related to the processes addressed during the training course.

Duration and Location.

- The training course lasts 4 days
- The training course and the EXIN certification examination are conducted at our training facilities or onsite at your own facilities
- Please contact us for the exact location of our open enrollment training courses.

Participant will learn of the Process:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the Operational Support and Analysis management
- Incident Management as a capability to successfully manage incidents pertaining to operational services
- Problem management as a capability to prevent incidents pertaining to operational services and minimize the impact of incidents
- Event management as a capability to define any detectable or discernable occurrence that has significance for the management of IT services
- Access management as part of enhancing the security of the service operation capability
- Service request fulfillment and evaluation to assure meeting committed service level performance
- Operational Support & Analysis functions, process roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and Risks

EXIN Certification Examination

- A 1.5-hour **written** multiple-choice exam that is being proctored through EXIN
- Examination is conducted concurrently with the training class
- Our passing rates for this exam are consistently **85% and higher**

Course Schedule and Fees

- **Open Schedule Course Fees:** Please visit our website for the latest course schedule and competitive fees
- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

Price includes

- OGC's "Service Operation" book (open enrollment only)
- InterProm USA's **OSA Study Guide**

Why InterProm USA?

- We use our own accredited course materials and our own accredited instructors who possess 15-20 years of ITSM implementation experience
- Our ITIL Intermediate Capability courses consist of 20 hours of practical assignments