

ITIL v3 INTERMEDIATE COURSE : OPERATIONAL SUPPORT & ANALYSIS

Course Description:

The intermediate level ITIL® v3 (version 3) Service Capability Module: “ Operational Support and Analysis” offers candidates the ability to obtain role-based hands on experience in a specific cluster of processes according to ITIL v3. This 4-day training includes an optional exam. Passing this exam adds 4 credits towards the 22 required credits to enter the advanced level in IT service management certification based on ITIL v3. Each module of the capabilities series covers a specific cluster of ITIL v3 processes tailored to relevant roles.

Course Approach :

During this 4-day instructor-led course, participants will obtain knowledge and hands-on experience in Operational Support and Analysis. A mixed balance of practical assignments and lecturing, reinforce knowledge and boost capabilities on the subject. Interactive lessons and lectures prepare participants for the optional exam: ITIL v3 Capability Module Operational Support and Analysis.

Main Objectives

Candidates can expect to gain competencies in the following upon successful completion of the course:

- Service Management as a practice and service operation principals.
The following processes across the Service Lifecycle pertaining to the Operational Support and Analysis curriculum: Event Management, Incident Management, Request Fulfilment, Problem Management and Access Management.
- Operational activities of processes covered in other lifecycle phases.
- Common Service Operation activities related to Operational Support and Analysis.
- Organizing for Service Operation which describes functions to be performed within Operational Support and Analysis.
- Operational Support and Analysis roles and responsibilities.
- Technology and implementation considerations.
- Challenges, critical success factors and risks.

Audience:

This course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the various modules of Operational Support and Analysis and how activities in this Capability modules may be implemented to enhance the quality of IT service management within an organization
- IT professionals who require understanding the concepts, processes, functions and activities involved.
- Individuals seeking the ITIL Expert certification in IT Service Management for which this qualification is one of the prerequisite modules
- Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite
- A typical role includes (but is not restricted to): CIOs, CTOs, managers, supervisory staff, team leaders, designers, architects, planners, IT consultants, IT audit managers, IT security managers, service test managers and ITSM trainers involved in the management, coordination and integration of strategy activities within the Service Lifecycle.

Duration

The ITIL v3 Capability Module Operational Support and Analysis is a 4-day course that includes the optional 90 minute multiple choice exam.

Number of Participants

The maximum group size for this course is 16 participants.

Course Organizational Logistics:

- A maximum of 16 participants can attend this course.
- Course runs 09:00 – 5:30 each day – the exam can be schedule from 3:30 – 5:00 on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate

FUTURE FRAMEWORKS



- There is no minimum requirement but a basic IT literacy and around 2 years IT experience are highly desirable
- Copy of ITIL Foundation Certificate to be produced one week before the the start of the course

Course Student Material:

- Students receive a copy of the classroom presentation material, practice exam, case study, homework and assignments.

About the Examination:

- Evidence of ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of the Operational Support and Analysis course from an Accredited Course Provider is required to sit the exam
- It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus in preparation for the examination.
- The syllabus can be downloaded from:
<http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>
- The exam is a complex multiple choice, multi-part, scenario based test for which 90 minutes is allowed to complete it.
- 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 is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of this Intermediate exam, the student will be recognized with 4 credits in the ITIL qualification scheme.

Why Future Frameworks:

Future Frameworks is a global leader in Consulting and training solutions in the IT Management and IT Governance best practices domains. The Consultants of Future Frameworks are involved in major ITIL and ISO/IEC 20000 Implementation projects across the globe. Using accredited course materials and trainers accredited by APMG:

<http://www.apmg-international.com/AccreditedOrganisations/FutureFrameworks.asp>