

# Capability Modules

## ITIL v3 Intermediate : Operational Support & Analysis eLearning course



ADVICE | SKILLS | KNOWLEDGE



### Course Description:

This intensive interactive course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery.

The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the EXIN Intermediate Level Certificate Operational Support and Analysis.

**Learning Objectives:** At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective
- Knowing the important role of Operational Support and Analysis in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Operational Support and Analysis processes
- The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence
- How to measure Operational Support and Analysis performance
- The importance of IT Security and how it supports Operational Support and Analysis
- Understanding technology and implementation requirements in support of Operational Support and Analysis
- The challenges, critical success factors and risks related with Operational Support and Analysis

## Pre-requisites:

ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program.

## Delivery:

The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice EXIN examination.

This program is an eLearning Program, you access details to the elearning course are in the book.

## Program Materials:

- Access to presentation with trainer audio
- The Operational Support and Analysis Book
- Exercises + Answers (where applicable)
- Mock Exam questions



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