

**TI163**

PROCESS MANAGEMENT

# ITIL® 2011: Intermediate - Operational Support and Analysis (OSA)

**DURATION**  
**4.5 DAYS****REGULAR FEE**  
**3 100 \$****PREFERENTIAL FEE**  
**2 790 \$**

## Objectives

To provide the knowledge and skills required to define the key activities of the support and analysis processes in the framework of service life cycles, to master the operations, activities and functions of operational support and analysis.

## Targeted audience

Anyone interested in obtaining the Intermediate ITIL® certification in Operation Support and Analysis.

## Prerequisite

ITIL® 2011 Foundation Certification or ITIL®V3 Foundation Certification or having passed the upgrade exam from V2 to V3 ([Course TI111](#)). It is also strongly recommended that candidates read the principal ITIL publications on the life cycle of services, and particularly "Service Operations" (2011 edition) before beginning the training for certification.

## Content

- Event management
- Incident management
- Fulfilling requests
- Handling problems
- Managing access
- The service center
- Technical management
- Managing IT operations
- Managing applications
- Each discipline will be covered by focusing on the following points
- Goals and objectives
- Basic concepts
- The process model and its activities
- The values of the process
- Roles and responsibilities
- Key metrics, challenges, critical success factors and risks
- Preparing for the exam
- Exam

## General Note

The course sessions last from 8:30 AM to 5:30 pm.

## Material Note

The course material is based on the APMG syllabus: ITIL V3 Intermediate Qualification Operational Support and Analysis Certificate v5.4.

## Exam Note

Practice exams: practice exams provided by APMG will be distributed to participants in order to help them prepare for writing the certification exam.

## Legal Note

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## DATES\*

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