



Inspiring growth and improvement

**ITIL<sup>®</sup>**  
**Operational Support  
and Analysis (OSA)**

Accredited by PEOPLECERT and AXELOS

[www.businessbeam.com](http://www.businessbeam.com)

## Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 5 days

2 practice examinations

Excellent first attempt pass ratio

**Gain deeper level of understanding of ITIL  
processes and roles related to IT operations  
and support, and learn how they are  
implemented and how they interact**

## Introduction

The ITIL® Intermediate Qualification: Operational Support and Analysis (OSA) Certificate is a freestanding qualification but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. ITIL OSA is intended to enable the holders of the certificate to apply OSA practices in resolution and support of the service management lifecycle and specifically in the key ITIL® process, role and function areas including event management, incident management, request fulfillment, problem management, access management, service desk, technical management, IT operations management, and application management. The contents will be covered in a practical, hands-on learning environment through the use of our quality course material and engaging scenario-based case studies.

## Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

- The value to the business and scope of OSA activities
- How OSA activities support the service lifecycle
- Optimizing service operation performance
- How to use the OSA processes, activities and functions to achieve operational excellence
- How to measure OSA
- The importance of IT security and its contributions to OSA
- Understanding the technology and implementation considerations surrounding OSA
- ITIL® processes across the service lifecycle pertaining to the OSA curriculum.

## Contents

- **Introduction and Overview**
  - ▶ Common definitions
  - ▶ The value to the business and scope of OSA activities
  - ▶ Optimizing service operations
  - ▶ Key roles and responsibilities
- **Processes: Benefits, value to business, process flows, policies, activities and operation, metrics and KPIs, risks and challenges, interfaces with other processes, and roles and responsibilities related to following process will be discussed in details:**
  - ▶ Event Management
  - ▶ Incident Management
  - ▶ Request Fulfillment
  - ▶ Problem Management
  - ▶ Access Management
- **Functions: Benefits, value to business, structures, policies, activities and operation, metrics and KPIs, risks and challenges, and roles and responsibilities related to following functions will be discussed in details:**
  - ▶ Service Desk
  - ▶ Technical management
  - ▶ Application management
  - ▶ IT operations management
- **Technology & Implementation Considerations**
  - ▶ Generic requirements and evaluation criteria
  - ▶ Special technology functions and features related to OSA
  - ▶ Determining the evaluation criteria for technology and process implementation
  - ▶ How to plan and implement service management tools
  - ▶ Challenges, critical success factors and risks



## Recommended Participants

Following participants are recommended to attend this training:

- IT professionals
- Business managers & process owners
- Individuals who require a deep understanding of the ITIL OSA
- IT professionals working for adoption of ITIL® for ongoing service improvement
- Operational staff involved in incident, problem, event, and request management
- Staff at service desk
- Individuals seeking the ITIL® Expert or Master Certificate

## Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL® (V2) Foundation plus Foundation Bridge
- ITIL® Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

## Materials Provided

- Course reference manual containing printed copies of presentation, notes and exercises
- Practice examination papers
- Course certificate
- ITIL® OSA Certificate on passing the examination

## ITIL® Credits Assigned

After passing the examination, candidates will earn four (4) credits within the ITIL® Certification Scheme.

## Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.

## Duration

5 full days (31 teaching hours, and certification examination on the last day)

## Practice Exam

Two practice examinations are part of this course. The practice exams aim to help participants in passing the certification exam.

## Certification Exam

A 90-minute exam is scheduled on the last day of the course, consisting of eight (8) multiple choice, scenario-based, gradient scored questions. Candidates will be also be given a sample exam to prepare themselves. Candidates must achieve 70% marks (28 out of 40) to receive their certificate.

## About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itsMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

## Contact Us

To find out more about how  
Business Beam can help you meet  
your growth objectives, visit  
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