The Art of Service
Career Driven

1344 Gympie Road, Suite #19, Aspley, QLD 4034, Australia
The Art of Service: +61 (0)7 3263 7576
Email: service@theartofservice.com

ITIL® Operational Support and Analysis

Quick Facts:

Certificate: ITIL Operational Support and Analysis

Duration: 30 Hours

Course Delivery: eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

Language: English

Credits: 4 Credits (Towards ITIL Expert)

PMI® PDUs: 30

Accredited By: CSME and Loyalist Certification Services

Prerequisites: ITIL Foundation IT Service Management Certificate

About This Course:

This intensive interactive course immerses learners in the practical aspects of the ITIL® 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 AXELOS® Intermediate Level Certificate Operational Support and Analysis.

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

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 an 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.