# Course Outline



# ITIL<sup>®</sup> Capability - Operational Support & Analysis (OSA)

#### General Description

This 5 day course delves into the practical aspects of the ITIL® (2011 Edition) Service Lifecycle and processes relating to the Operational Support & Analysis of IT Services. The requirements, activities, methods and approaches for implementing and managing these processes will be covered in a practical, hands-on learning environment through the use of our quality course material and an engaging scenario-based case study.

#### Outcomes

At the end of the course, students will be able to:

- Introduction to Operational Support & Analysis
- Operational Support & Analysis principles & processes in the Service Lifecycle
- Event Management monitoring and detecting events in the IT Infrastructure
- Incident Management quickly restoring services back to normal operation
- Problem Management minimizing impact, investigation & prevention of Incidents
- Request Fulfilment provide quick and effective access to standard services
- Access Management Managing all aspects relating to the rights to use a service
- The Service Provider's requirements for Operational Support & Analysis
- Technology & implementation considerations
- Functions



2 1300 86 87246 1300 TO TRAIN

#### Course Details

Course code: ITIL OSA Duration: 5 days Starting time: 9am Finishing time: 4.30pm

#### **Booking guidelines**

Contact our learning consultants on 1300 86 87246 and we will assist you with your booking.

Accredited ITIL® trainingis provided by Solisma, accredited by PEOPLECERT Examination Institute

# **Itil Osa Sample**

**Abhinav Krishna Kaiser** 



The book delves into Itil Osa Sample. Itil Osa Sample is a crucial topic that must be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Itil Osa Sample, encompassing both the fundamentals and more intricate discussions.

- 1. This book is structured into several chapters, namely:
  - Chapter 1: Introduction to Itil Osa Sample
  - Chapter 2: Essential Elements of Itil Osa Sample
  - Chapter 3: Itil Osa Sample in Everyday Life
  - Chapter 4: Itil Osa Sample in Specific Contexts
  - ∘ Chapter 5: Conclusion
- 2. In chapter 1, the author will provide an overview of Itil Osa Sample. This chapter will explore what Itil Osa Sample is, why Itil Osa Sample is vital, and how to effectively learn about Itil Osa Sample.
- 3. In chapter 2, this book will delve into the foundational concepts of Itil Osa Sample. The second chapter will elucidate the essential principles that must be understood to grasp Itil Osa Sample in its entirety.
- 4. In chapter 3, the author will examine the practical applications of Itil Osa Sample in daily life. This chapter will showcase real-world examples of how Itil Osa Sample can be effectively utilized in everyday scenarios.
- 5. In chapter 4, this book will scrutinize the relevance of Itil Osa Sample in specific contexts. The fourth chapter will explore how Itil Osa Sample is applied in specialized fields, such as education, business, and technology.
- 6. In chapter 5, this book will draw a conclusion about Itil Osa Sample. The final chapter will summarize the key points that have been discussed throughout the book.
  - The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Itil Osa Sample.

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