

ITIL Intermediate Certification: Operational Support and Analysis

Length of Course: 5 Days

Course Description

This 5 day program leads to a **Certificate in ITIL V3 Service Capability Management - Operational Support and Analysis**. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Operational Support and Analysis subject areas are:

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

Who Should Attend

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is the process activities, execution and use throughout the Service Lifecycle.

Prerequisites

Students must hold the ITIL Foundation Certificate in IT Service Management, attained through either the ITIL IT Service Management Essentials (V2) plus the ITIL V2-V3 Foundations Bridging Course or the ITIL V3 Foundations course. It is highly recommended, although not mandatory, that each student read the corresponding ITIL book associated with the Intermediate certification class they are attending.

Exam

An exam voucher number will be emailed to each student by the last day of class. It is the responsibility of the student to schedule their own exam. It is recommended that the exam be taken as close to the end of the class as possible.

Reference Material

Each student will receive a workbook. Other ITSM-related study material and books are available for purchase prior to, or during, the class.

Credits Earned

- 4 ITIL Expert Credits
- 38 PDU Credits

