**Detailed Content of the ITIL® Operational, Support and Analysis (OSA) course**

The course will cover the following topics:

**Introduction**
- Introduction to the ITIL Operational, Support and Analysis course
- Introduction to IT Service Management
- Introduction to the  Operational, Support and Analysis phase

**Incident management**
- Introduction to incident management
- The processes of incident management
- Initiators, input and output of incident management
- Risks and challenges of incident management

**Event management**
- Introduction to event management
- The processes of event management
- Initiators, input and output of event management
- Risks and challenges of event management

**Request fulfilment**
- Introduction to request fulfilment
- The processes of request fulfilment
- Initiators, input and output of request fulfilment
- Risks and challenges of request fulfilment

**Access management**
- Introduction to access management
- The management processes of access management
- Initiators, input and output of access management
- Risks and challenges of access management

**Problem management**
- Introduction to problem management
- The management processes of problem management
- Initiators, input and output of problem management
- Risks and challenges of problem management

**The service desk**

**Technical management and application management**

**IT operations management**

**Roles and responsibilities**

**Technologies**

**Executions**

**Exam preparation**

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided)

**Exam**

- Execution of the ITIL Operational, Support and Analysis exam

 For further information on this course, please visit our site by clicking on the following link:
 http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-capability-en/operational-support-and-analysismenuitem-it