

IT Methods Plus

a division of Weather To Succeed, Inc.

ITSM Educational Specialists

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ITIL® V3 Service Capability Certification: Operational Support & Analysis

Delivery Format: ILT
Delivery Format: MLT

Duration: 4 Days
Duration: 90 Days

Course Description

This hands on 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

V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

Exam

An optional 90 minute, closed book multiple choice, multi-part, scenario based examination is administered by an independent proctor at the end of the course. Certification is through the Information Systems Examination Board (ISEB). Candidates must have attended an accredited training course (instructor led or online) to sit for the exam. Each student will be awarded four credits towards ITIL Expert® certification upon successful completion of the exam.

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.

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