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The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL OSA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Do not pay over \$ 3,000.00 for a 5 day class room based course: you are out of touch with your work for 5 days and including the course fee, the costs are insurmountable. Take the online learning option instead and study at your own pace. Course Description: 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 APMG Intermediate Level Certificate Operational Support and Analysis. 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 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 As well as preparing participants for the exam. Pre-requisites: ITIL Foundation Certificate in IT Service Management. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG examination. This program is an eLearning Program, your access details to the eLearning course are in the book. Program Materials: \* Access to presentation with trainer audio \* The Art of Service Operational Support and Analysis Book \* Exercises + Answers (where applicable) \* Mock Exam questions Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management, this book, which leads to ITIL OSA and paves the way to ITIL Expert Certification, should do at least as well as the first and second editions, which are bestsellers.

This book presents the latest syllabus content and expert examination guidance, making it the definitive study aid for the IT service management intermediate examinations. Containing practical advice for candidates on how to prepare for and answer examination questions on the service lifecycle and service capability streams, the book also covers the syllabus topics which are common across most of the modules. Chapters are organised with references to the core publications, and self-assessment questions help students prioritise those topics they need to revise. The book contains sample exam questions, advice on how to dissect questions and scenarios, and exam answers that are thoroughly explained to aid the learning process.

The first edition of this book and its accompanying eLearning course is regarded as a classic in its field. Now, in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL v3 OSA Certificate. Who Knew ITIL Certification E-Learning This Quick and Easy Could Make You Look This Good. 'The Art of Service has dramatically changed the way we deliver employee training. We can now deliver more training at less cost to a wider audience in a shorter period of time.' On-demand eLearning: Don't pay over \$ 3,000.00 for a 5 day class room based course - you're out of touch with your work for 5 days and including the course fee: the costs are insurmountable - take the online learning option instead and study at your own pace. Course Description: This intensive interactive course immerses learners in the practical aspects of the ITIL v3 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 APMG/EXIN Intermediate Level Certificate Operational Support and Analysis. 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 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 As well as preparing participants for the exam. Pre-requisites: ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate. It is highly recommended that you read the Operational Support and Analysis book prior to commencement of this program. Delivery: The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice APMG/EXIN examination. This program is an eLearning Program, your access details to the eLearning course are in the book. Program Materials: \* Access to presentation with trainer audio \* The Art of Service Operational Support and Analysis Book \* Exercises ] Answers (where applicable) \* Mock Exam questions

This user-friendly book aims to assist candidates pass the ITIL® OSA Intermediate examination. It not only references the source material from the core ITIL texts but also gives practical guidance based on real life. Exam candidates no longer have to rely just on their memory and revision, but are able to draw on their understanding of the material and thereby significantly increase their chance of success in both the examination and the adoption of the principles in their professional life. An ITIL® Licensed Product.

ITIL is a widely adopted body of knowledge and best practices for successful IT Service Management that links with training and certification. ITIL 4 has evolved from the current version by re-shaping much of the established ITSM practices in the wider context of customer experience; value streams and digital transformation; as well as embracing new ways of working, such as Lean, Agile, and DevOps. ITIL 4 provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology. It is designed to ensure a flexible, coordinated and integrated system for the effective governance and management of IT-enabled services. "ITIL Foundation" is the first ITIL 4 publication and the latest evolution of the most widely-adopted guidance for ITSM. Its audience ranges from IT and business students taking their first steps in service management to seasoned professionals familiar with earlier versions of ITIL and other sources of industry best practice. The guidance provided in this publication can be adopted and adapted for all types of organizations and services. To show how the concepts of ITIL can be practically applied to an organization's activities, ITIL Foundation follows the exploits of a fictional company on its ITIL journey.

Updated in line with the ITIL 2011 editions and the Operational Support and Analysis (OSA) syllabus, this quick-reference guide will help you as you study for the OSA module of the ITIL Intermediate Capability qualification. Beyond the exam, this handbook is a practical resource that can be used in the workplace. Companion volumes covering the other Intermediate Capability modules are also available

Everything you need to prepare for the ITIL exam – Accredited to 2011 syllabus The ITIL (Information Technology Infrastructure Library) exam is the ultimate certification for IT service management. This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success. Organized around the ITIL Foundation (2011) syllabus, the study guide addresses the ITIL Service Lifecycles, the ITIL processes, roles, and functions, and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services. Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building, testing, authorizing, documenting, and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services, processes, and technology Download valuable study tools including practice exams, flashcards, a glossary of key terms and more. If you prefer self-study over the more expensive training course, but you don't want to skimp on information or preparation, then this study guide is for you.

Pass the ITIL Foundation examination by learning the basics of ITIL and working through real-life examples. This book breaks the course down for studying in 7 days with 3 hours a day, which means at the end of a week you are ready to pass the exam. You'll also see tips and an array of sample questions, as well as FAQs on ITIL. All this will prepare you for the examination and give you the knowledge required to pass with flying colors. After using *Become ITIL Foundation Certified in 7 Days* and earning the ITIL Foundation certification, you'll be well placed to get the career you always wanted. What You Will Learn Gain ITIL basics – the entire syllabus designed of the ITIL Foundation certification Obtain a deep-rooted understanding of ITIL topics and not textbook knowledge Prepare for the ITIL Foundation examination Sort out career-related queries and decide whether ITIL will aid your career Who This Book Is For IT professionals from the IT services industry are the primary audience.

*ITIL Practitioner Guidance* is the essential reference text which accompanies the ITIL Practitioner qualification. Fully integrated with the ITIL Practitioner syllabus, this publication is also a practical guide that helps IT service management (ITSM) professionals turn ITIL theory into practice through case studies, worksheets, templates and scenarios. The book assumes knowledge of ITIL and ITSM up to ITIL Foundation level, and begins with a discussion of the guiding principles of ITSM. It goes on to explain how these guiding principles are essential for ITSM and how they relate to philosophies, frameworks and methodologies such as DevOps, Lean, Agile etc. The publication shows how following the CSI (continual service improvement) approach, and how the core skills of organizational change management, communication, metrics and measurement, can underpin successful ITSM improvement initiatives.

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