

Guide til køb af ITIL® Intermediate kurser som e-learning hos ITSM Zone

Tryk "Køb adgang" på en af kurserne



ITIL® Operational Support and Analysis (OSA)

Fokuserer på de processer, funktioner, roller og aktiviteter i ITIL, som handler om daglig drift og brugersupport. Herunder kommer du til at arbejde med håndtering af henvendelser, bestillinger og adgangskontrol, overvågning og håndtering af afvigelser, fejl håndtering, problemløsning samt forebyggende og afhjælpende driftsrutiner. [Læs mere>>](#)

Køb adgang

OBS! Køb af adgang til e-learning foregår via ITSM Zone, og du vil derfor blive sendt videre til deres hjemmeside.

Herefter bliver du sendt ind på kursets online side på ITSM Zones hjemmeside



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[ITIL® Capability Certificate in Operational Support & Analysis](#)

ITIL® Operational Support & Analysis Course

The Operational Support and Analysis (OSA) module is one of the certifications in the ITIL® Service Capability work stream. The course concentrates on the application of OSA practices in order to enable event, incident, request, problem, access, technical, IT operations and application management.

Course Details Course Contents Course Samples Pre-requisites Exam Details **Buy Now** Who's it for

COURSE OVERVIEW

- ITIL OSA certification at your own pace
- 90 or 150 days online access

Her kan du læse om kursets indhold og alle de moduler, du skal igennem på kurset

COURSE CONTENTS

This Intermediate level certification will offer you an introduction to Operational Support and Analysis processes and functions:

- 10** Modules
divided into easy to absorb lessons
- Includes video tutorials, study guides and quizzes
- Study duration: 30 hours mandatory study, also 12 hours self-study with the Service Operation core volume is recommended

Lessons in this training

- Introduction to Operational Support and Analysis
- Module 1 - Introduction to OSA
- Module 2 - Event Management
- Module 2 - Lesson 1 - Event Management Process Introduction
- Module 2 - Lesson 2 - Policies, Principles and Basic Concepts
- Module 2 - Lesson 3 - Designing for Event Management
- Module 2 - Lesson 4 - Process Activities
- Module 2 - Lesson 5 - Process Management
- Module 6 - Access Management
- Module 6 - Lesson 1 - Process Introduction
- Module 6 - Lesson 2 - Process Activities
- Module 6 - Lesson 3 - Process Management
- Module 7 - The Service Desk
- Module 7 - Lesson 1 - Service Desk Introduction
- Module 7 - Lesson 2 - Service Desk Structures
- Module 7 - Lesson 3 - Service Desk Staffing

Tryk på "Buy Now" for at købe adgang til kurset (du skal helt ned i bunden af siden).

PRICING

| ITIL SOA COURSE | RECOMMENDED PACKAGE | TEAM TRAINING |
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Herefter modtager du en bekræftelse fra ITSM Zone, og du kan komme i gang med dit kursusforløb! HUSK du har adgang i hele 90 dage efter køb.

Problemer med købet?

Kontakt da: info@peopleteam.dk