



Operational Support and Analysis: A guide to ITIL exam candidates (Second Edition)

By John Sansbury

BCS, The Chartered Institute for IT/Viva Books Private Limited, 2015. Softcover. Book Condition: New. 2nd edition. 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 crucially also gives practical guidance based on real-life experiences. By using the book, exam candidates no longer have to rely just on their memory and revision, but can draw on a thorough understanding of the material and thereby significantly increase their chances of success in both the examination and the adoption of the principles in their professional life. This new edition reflects the latest ITIL guidance, definitions, terminology and diagrams. An ITIL® licensed product. ? Key resource for passing the ITIL® OSA Intermediate exam ? Reduction in costs and downtime with OSA best practice ? Practical insights from the author?s global experience Contents: Figures and tables Author Abbreviations Glossary Useful Websites Preface SECTION 1: INTRODUCTION Chapter 1 The concept of service management as a practice Chapter 2 The concept of service, its value proposition and composition Chapter 3 The functions and processes across the lifecycle Chapter 4 The role of processes in the service lifecycle Chapter 5...



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