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ITIL® Operational Support & Analysis (OSA) Video Training Guide



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Document Information

► Texts with this treatment are Alerts, and indicate important concepts.

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ITIL® eTrainer

Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to support@itsmsolutions.com for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.
- **Syllabus** – The syllabus for each class is located at the back of the student manual.
- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.
- **Sample Exams** – The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

Step #2 - Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ <http://www.itgovernanceusa.com/category/291.aspx> or at amazon.com

Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community www.Linkedin.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 - Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

ITIL® Operational Support & Analysis (OSA) Video Training Guide

For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the SO, ST & SD core ITIL book sections listed below (optional but highly recommended)	Watch Videos	Section Complete √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
Dates	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	End of Chapter Quiz	n/a	n/a	2.6	
	Chapter 2: Introduction to Operational Support & Analysis				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 3 Introduction to OSA			1.0	
	SO & the Service Lifecycle			1.1	
	Managing Across the Lifecycle	OSA01	SO 1.2	1,2	
	Purpose, Goals & Objectives of Service Operation	OSA01	SO 1.2	1.3	
	Scope of Service Operation	OSA01	SO 1.2	1.4	
	Value of Service Operation	OSA01	SO 1.1	1.5	
	Lesson 4 Principles of OSA			2.0	
	Fundamentals of Service Operation	OSA01	SO 3.1.2	2.1	
	Principles of Service Operation	n/a	n/a	2.2	
	Balancing External & Internal Views	n/a	n/a	2.3	
	Balancing Stability & Responsiveness	n/a	n/a	2.4	
	Balancing Quality & Cost of Service	n/a	n/a	2.5	

Balancing Reactive & Proactive	n/a	n/a	2.6
Providing Service	n/a	n/a	2.7
SO & Other Lifecycle Stages	OSA01	SO 1.2	2.8
Lesson 5 OSA Summary			3.0
OSA Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 2 Review	n/a	n/a	3.3
Chapter 3: Service Operation Processes			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 6 Event Management			1.0
The Service Operation Model	n/a	n/a	1.1
The Processes of Service Operation	n/a	n/a	1.2
Introduction	OSA02	SO 4.1.1	1.3
Objective	OSA02	SO 4.1.1	1.4
Scope	OSA02	SO 4.1.2	1.5
Value to the Business	OSA02	SO 4.1.3	1.6
Concepts	OSA02	SO 4.1.4	1.7
Activities of Event Management	OSA02	SO 4.1.5	1.8
Event Occurrence & Notification	OSA02	SO 4.1.5	1.9
Event Detection & Filtering	OSA02	SO 4.1.5	1.10
Event Significance & Correlation	OSA02	SO 4.1.5	1.11
Event Response Trigger & Selection	OSA02	SO 4.1.5	1.12
Event Review & Closure	OSA02	SO 4.1.5	1.13
Designing for Event Management	OSA02	SO 4.1.5	1.14
Instrumentation	OSA02	SO 4.1.5	1.15
Error Messaging	OSA02	SO 4.1.5	1.16
Event Detection & Alert Mechanisms	OSA02	SO 4.1.5	1.17
Identification of Thresholds	OSA02	SO 4.1.5	1.18
Triggers, Inputs & Outputs	OSA02	SO 4.1.6	1.19
Process Relationships	OSA02	SO 4.1.6	1.20
Information	OSA02	SO 4.1.7	1.21
Critical Success Factors	OSA02	SO 4.1.8 & CSI	1,22
Challenges	OSA02	SO 4.1.9	1.23
Summary	na	na	1.24
Lesson 7 Incident Management			2.0
Introduction	OSA03	SO 4.2.1	2.1
Purpose, Goals & Objectives	OSA03	SO 4.2.1	2.2
Scope	OSA03	SO 4.2.2	2.3
Value to the Business	OSA03	SO 4.2.3	2.4
Concepts	OSA03	SO 4.2.4	2.5
Activities of Incident Management	OSA03	SO 4.2.5	2.6

Incident Logging	OSA03	SO 4.2.5	2.7
Incident Categorization	OSA03	SO 4.2.5	2.8
Categorization	OSA03	SO 4.2.5	2.9
Incident Priority	OSA03	SO 4.2.5	2.10
Incident Escalation	OSA03	SO 4.2.5	2.11
Incident Diagnosis	OSA03	SO 4.2.5	2.12
Incident Resolution & Recovery	OSA03	SO 4.2.5	2.13
Incident Closure	OSA03	SO 4.2.5	2.14
Expanded Incident Lifecycle	OSA03	SO 4.2.5	2.15
Incident Management - Roles	OSA03	SO 4.2.5	2.16
Process Relationships	OSA03	SO 4.2.6	2.17
Triggers, Inputs & Outputs	OSA03	SO 4.2.6	2.18
Information	OSA03	SO 4.2.7	2.19
Critical Success Factors	OSA03	SO 4.2.8 & CSI	2.20
Challenges	OSA03	SO 4.2.9	2.21
Summary	na	na	2.22
Lesson 8 Request Fulfillment			3.0
Introduction	OSA04	SO 4.3.1	3.1
Objective	OSA04	SO 4.3.1	3.2
Scope	OSA04	SO 4.3.2	3.3
Value to the Business	OSA04	SO 4.3.2	3.4
Concepts	OSA04	SO 4.3.4	3.5
Activities of Request Fulfillment	OSA04	SO 4.3.5	3.6
Menu Selection	OSA04	SO 4.3.5	3.7
Financial Approval	OSA04	SO 4.3.5	3.8
Other Approval	OSA04	SO 4.3.5	3.9
Fulfillment	OSA04	SO 4.3.5	3.10
Closure	OSA04	SO 4.3.5	3.11
Triggers, Inputs & Outputs	OSA04	SO 4.3.6	3.12
Process Relationships	OSA04	SO 4.3.6	3.13
Information	OSA04	SO 4.3.7	3.14
Critical Success Factors	OSA04	SO 4.3.8 & CSI	3.15
Challenges & Risks	OSA04	SO 4.3.9	3.16
Summary	na	na	3.17
Lesson 9 Problem Management			4.0
Introduction	OSA05	SO 4.4.1	4.1
Purpose, Goals & Objective	OSA05	SO 4.4.1	4.2
Scope	OSA05	SO 4.4.2	4.3
Concepts	OSA05	SO 4.4.4	4.4
Value to the Business	OSA05	SO 4.4.3	4.5
Activities of Problem Management	OSA05	SO 4.4.5	4.6
Managing the Problem	OSA05	SO 4.4.5	4.7
Problem Detection	OSA05	SO 4.4.5	4.8

	Problem Logging	OSA05	SO 4.4.5	4.9
	Problem Categorization	OSA05	SO 4.4.5	4.10
	Problem Prioritization	OSA05	SO 4.4.5	4.11
	Problem Investigation & Diagnosis	OSA05	SO 4.4.5	4.12
	Workarounds	OSA05	SO 4.4.5	4.13
	Raising a Known Error Record	OSA05	SO 4.4.5	4.14
	Problem Resolution	OSA05	SO 4.4.5	4.15
	Problem Closure	OSA05	SO 4.4.5	4.16
	Major Problem Review	OSA05	SO 4.4.5	4.17
	Development Errors	OSA05	SO 4.4.5	4.18
	Problem Analysis Techniques	OSA05	SO 4.4.5	4.19
	Managing the Known Error	OSA05	SO 4.4.5	4.20
	Triggers, Inputs & Outputs	OSA05	SO 4.4.6	4.21
	Relationships	OSA05	SO 4.4.6	4.22
	Information	OSA05	SO 4.4.7	4.23
	Critical Success Factors	OSA05	SO 4.4.8 & CSI	4.24
	Challenges & Risks	OSA05	SO 4.2.9	4.25
	Summary	na	na	4.26
	Lesson 10 Access Management			5.0
	Introduction	OSA06	SO 4.5.1	5.1
	Purpose, Goals & Objective	OSA06	SO 4.5.1	5.2
	Scope	OSA06	SO 4.5.2	5.3
	Value to the Business	OSA06	SO 4.5.3	5.4
	Concepts	OSA06	SO 4.5.4	5.5
	Activities of Access Management	OSA06	SO 4.5.5	5.6
	Access Request	OSA06	SO 4.5.5	5.7
	Access Verification	OSA06	SO 4.5.5	5.8
	Provide Rights	OSA06	SO 4.5.5	5.9
	Monitor Identity Status	OSA06	SO 4.5.5	5.10
	Log & Track Access	OSA06	SO 4.5.5	5.11
	Remove or Restrict Rights	OSA06	SO 4.5.5	5.12
	Triggers, Inputs & Outputs	OSA06	SO 4.5.6	5.13
	Process Relationships	OSA06	SO 4.5.6	5.14
	Information	OSA06	SO 4.5.7	5.15
	Critical Success Factors	OSA06	SO 4.5.8 & CSI	5.16
	Challenges & Risks	OSA06	SO 4.5.9	5.17
	Summary	na	na	5.18
	Lesson 11 Activities of Other Processes			6.0
	Introduction	na	na	6.1
	Change Management	OSA01	SO 1.2	6.2
	Configuration Management	OSA01	SO 1.2	6.3
	Release & Deployment Management	OSA01	SO 1.2	6.4
	Knowledge Management	OSA01	SO 1.2	6.5

Capacity Management	OSA01	SO 1.2	6.6	
Availability Management	OSA01	SO 1.2	6.7	
IT Service Continuity Management	OSA01	SO 1.2	6.8	
Financial Management	OSA01	SO 1.2	6.9	
Lesson 12 Service Operation Summary			7.0	
Service Operation Process Summary	n/a	n/a	7.1	
Checkpoint Instructions	n/a	n/a	7.2	
End of Chapter Quiz				
Chapter 3 Review	n/a	n/a	7.3	
Chapter 4: Common Service Operation Activities				
Objectives	n/a	n/a	In Student Courseware	
Terms-to-Know	n/a	n/a	In Student Courseware	
Lesson 13 Common Activities			1.0	
Introduction	n/a	n/a	1.1	
Service Operation Common Activities	n/a	n/a	1.2	
Monitoring & Control	n/a	n/a	1.3	
Control Loop	n/a	n/a	1.4	
Lesson 14 Common Activities			2.0	
IT Operations	n/a	n/a	2.1	
Mainframe Management	n/a	n/a	2.2	
Server Management & Support	n/a	n/a	2.3	
Network Management	n/a	n/a	2.4	
Storage & Archive	n/a	n/a	2.5	
Database Management	n/a	n/a	2.6	
Directory Services Management	n/a	n/a	2.7	
Desktop Support	n/a	n/a	2.8	
Middleware Management	n/a	n/a	2.9	
Internet/Web Management	n/a	n/a	2.10	
Facilities & Data Center Management	n/a	n/a	2.11	
Data Center Strategies	n/a	n/a	2.12	
IT Security Management	n/a	n/a	2.13	
Improvement Activities	n/a	n/a	2.14	
Lesson 14 Common Activities Summary			3.0	
Service Operation Common Activities Summary	n/a	n/a	3.1	
Checkpoint Instructions	n/a	n/a	3.2	
End of Chapter Quiz				
Chapter 4 Review	n/a	n/a	3.3	
Chapter 5: Service Operation Functions				
Objectives	n/a	n/a	In Student Courseware	
Terms-to-Know	n/a	n/a	In Student Courseware	
Lesson 15 Service Desk	n/a	n/a	1.0	
Introduction	n/a	n/a	1.1	
Introduction to Service Operation Function	OSA07	SO 6.3	1.2	

Introduction to Service Desk	OSA07	SO 6.3	1.3
Service Desk - Role	OSA07	SO 6.3	1.4
Service Desk - Objectives	OSA07	SO6.3.2	1.5
Service Desk Organizational Structures	OSA07	SO 6.3.3	1.6
Outsourcing Issues	OSA07	SO 6.3.6	1.7
Service Desk - Staffing	OSA07	SO 6.3.4	1.8
Service Desk - Metrics	OSA07	SO 6.3.5	1.9
Lesson 16 Technical Management			2.0
Introduction to Technical Management	n/a	n/a	2.1
Technical Management	OSA08	SO 6.4.1	2.2
Technical Management Role	OSA08	SO 6.4.1	2.3
Technical Management - Objectives	OSA08	SO 6.4.2	2.4
Generic Technical Management Activities	OSA08	SO 6.4.3	2.5
Technical Management - Organizational Structures	OSA08	SO 6.4.3	2.6
Technical Management - Design, Maintenance & Support	OSA08	SO 6.4.3	2.7
Technical Management - Metrics	n/a	n/a	2.8
Technical Management - Documentation	n/a	n/a	2.9
Lesson 17 IT Operations Management			3.0
Introduction	n/a	n/a	3.1
IT Operations	n/a	n/a	3.2
IT Operations - Role	OSA08	SO 6.5.1	3.3
IT Operations - Objectives	OSA08	SO 6.5.2	3.4
IT Operations - Organizational Structures	OSA08	SO 6.5.3	3.5
IT Operations - Metrics	n/a	n/a	3.6
Operations Management - Documentation	n/a	n/a	3.7
Lesson 18 Application Management			4.0
Application Management - Introduction	n/a	n/a	4.1
Application Management	n/a	n/a	4.2
Application Management Role	OSA08	SO 6.6.1	4.3
Application Management - Objectives	OSA08	SO 6.6.2	4.4
Application Management - Principles	n/a	n/a	4.5
Application Lifecycle	n/a	n/a	4.6
Application Management - Generic Activities	OSA08	SO 6.6.5	4.7
Application Management - Organizational Structures	OSA08	SO 6.6.5	4.8
Application Management Roles & Responsibilities	OSA08	SO 6.6.5	4.9
Application Management - Metrics	n/a	n/a	4.10
Application Management - Documentation	n/a	n/a	4.11
Lesson 19 SO Functions Summary			5.0
Service Operation Functions Summary	n/a	n/a	5.1
Checkpoint Instructions	n/a	n/a	5.2
End of Chapter Quiz			
Chapter 5 Review	n/a	n/a	5.3
Chapter 6: Organize & Implement			

Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 20 Organizational Structures			1.0
Organizational Structures	n/a	n/a	1.1
Specialization Based Structures	n/a	n/a	1.2
Activity Based Structures	n/a	n/a	1.3
Process Based Structures	n/a	n/a	1.4
Geography Based Structures	n/a	n/a	1.5
Hybrid Structures	n/a	n/a	1.6
Lesson 21 SO Roles & Responsibilities			2.0
Introduction	n/a	n/a	2.1
Generic Roles	n/a	n/a	2.2
Service Owner	n/a	n/a	2.3
Process Owner	n/a	n/a	2.4
Process Manager	n/a	n/a	2.5
Process Practitioner	n/a	n/a	2.6
Service Operation Roles	n/a	n/a	2.7
Service Desk	n/a	n/a	2.8
Technical Management	n/a	n/a	2.9
IT Operations	n/a	n/a	2.10
Application Management	n/a	n/a	2.11
Event Management	n/a	n/a	2.12
Incident Management	n/a	n/a	2.13
Request Fulfillment	n/a	n/a	2.14
Problem Management	n/a	n/a	2.15
Access Management	n/a	n/a	2.16
Lesson 22 OSA Technology Consideration			3.0
Technology Considerations	na	na	3.1
Service Management Tools	na	na	3.2
Generic Technology Considerations	OSA9	SO 7.1	3.3
Tool Evaluation Criteria	OSA9	SD 7.2	3.4
Event Management Desired Features	OSA9	SO 7.2	3.5
Incident Management Desired Features	OSA9	SO 7.3	3.6
Request Fulfillment Desired Features	OSA9	SO 7.4	3.7
Problem Management Desired Features	OSA9	SO 7.5	3.8
Access Management Desired Features	OSA9	SO 7.6	3.9
Service Desk Desired Features	OSA9	SO 7.7	3.10
Lesson 23 Implementing OSA			4.0
Service Operation Implementation	n/a	n/a	4.1
Managing Change in SO	n/a	n/a	4.2
Service Operation & Project Management	OSA9	SO 8.2	4.3
Assessing & Managing Risk	OSA9	SO 8.3	4.4
Involvement in Design & Transition	OSA9	SO 8.4	4.5

Planning & Implementing Technology	OSA9	SO 8.5	4.6
Challenges, CSFs & Risks	OSA9	SO, ST, SD 9.1, 9.2, 9.3	4.7
Challenges	OSA9	SO, ST, SD 9.1	4.8
Critical Success Factors	OSA9	SO, ST, SD 9.2	4.9
Risks	OSA9	SO, ST, SD 9.3	4.10
Lesson 24 Organize & Implement Summary			5
Technology Consideration Summary			5.1
Checkpoint Instructions			5.2
End of Chapter Quiz			
Chapter 5 Review	n/a	n/a	5.3
Course Closure	n/a	n/a	5.4
Appendix: OSA Capability Certification Syllabus			
Appendix: Problem Analysis Techniques	CSI01	3.12	
Problem Analysis Techniques	OSA05	SO 4.4.5	
Chronological Analysis	OSA05	SO 4.4.5	
Pain Value Analysis	OSA05	SO 4.4.5	
Kepner-Tregoe	OSA05	SO 4.4.5	
Brainstorming	OSA05	SO 4.4.5	
Ishikawa Diagrams	OSA05	SO 4.4.5	
Pareto Analysis	OSA05	SO 4.4.5	
Appendix: OSA Process Flow Diagrams			
Event Management Flow Diagram	na	na	
Incident Management Flow Diagram	na	na	
Request Fulfillment Flow Diagram	na	na	
Problem Management Flow Diagram	na	na	
Access Management Flow Diagram	na	na	
Appendix: Goal, Question, Metric Approach			
ITIL v3 Glossary			
Exam Sample Paper #1 -			
Exam Sample Paper #2			

Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam