



## Operational Support and Analysis: A guide for ITIL® exam candidates

By John Sansbury



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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. This new edition reflects the latest ITIL guidance, definitions, terminology and diagrams, as well as many additional insights from the author's own experience of developing effective solutions and practices. An ITIL® licensed product.

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#### About the Author

John Sansbury owns Infrassistance, a consultancy specialising in service management. He is an ITIL practitioner, examiner, trainer, author and consultant and a Chartered IT Professional and Fellow of BCS. He is passionate about service management and has helped some of the world's largest organisations improve the delivery of their IT services.

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