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This Chapter contains the Study Guide information for Module 1 - Introduction to OSA. Use this Study Guide in conjunction with your own notes that you make as you progress through the course. You may prefer to print it out, or use it on-screen. After each Lesson, you can consolidate what you have learnt whilst watching the videos and taking the quizzes by reading through the chapter of the Study Guide. If you progress on to do

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The small books are like quick reference guides and don't have all the necessary detail - they actually refer back to the big books. For OSA, the Service Operation big book is the one you need most. There's also a little from Service Design. But I'd supplement with either a good quality course that provides notes or with a study guide.

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