

ITIL® Intermediate Qualification: Planning, Protection and Optimisation - 5 Days

Course 997 Overview

- You Will Learn How To**
- Prepare for and take the ITIL Intermediate Qualification: Planning, Protection and Optimisation Exam
 - Plan key activities for the planning, protection and optimisation (PPO) processes in the context of the service lifecycle
 - Attain operational excellence by using the planning, protection and optimisation processes, activities and functions
 - Measure the success of planning, protection and optimisation by applying key metrics
- Course Benefits** ITIL planning, protection and optimisation best practices ensure IT departments can cost-effectively manage customer demand, availability and capacity while mitigating risk. In this course, you learn how to plan, implement and optimise the PPO processes and gain the skills required to take the ITIL Intermediate Qualification: Planning, Protection and Optimisation Certification Exam.
- Who Should Attend** This course is valuable for those who want to achieve ITIL Intermediate Qualification: Planning, Protection and Optimisation Certification. The ITIL Foundation Certificate (or v2-v3 bridge equivalent), or the ITIL Expert Certificate achieved via a bridging route, is required to attend this course and take the ITIL Certification Exam on the final day.
- Workshop Course** Workshops offer you knowledge of the PPO processes and include:
- Performing analyses to assist with capacity management
 - Creating a capacity plan
 - Conducting a resilience audit
 - Producing priority based on a business impact analysis and devising an IT service continuity strategy
 - Outlining an information security policy (ISP)

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Course 997 Outline

Introduction and Overview

- PPO in the context of the service lifecycle
- Service optimisation
- Service design basics
- The role of design coordination within PPO

Capacity Management

Basic concepts

- Purpose, goals and objectives of capacity management
- Methods and techniques
- Capacity management policies, principles and basic concepts

Capacity management activities

- Conducting capacity management to contribute to quality assurance
- The capacity management information system
- Meeting cost and time constraints

Availability Management

Scope of availability management

- Purpose and objectives
- Availability management in relation to PPO
- Enabling availability management through methods and techniques
- How availability management creates business value

Concepts and activities

- Triggers, input and output to other processes
- Establishing metrics to ensure process quality
- Demonstrating the efficiency and effectiveness of successful availability management

IT Service Continuity Management (ITSCM)

ITSCM to generate business value

- Illustrating the main activities
- Initiation
- Requirements and strategy
- Implementation
- Ongoing operation

Primary activities

- Policies and principles
- Ensuring quality assurance when introducing services through effective ITSCM
- Managing risks
- Planning for recovery
- Challenges and critical success factors

Information Security Management (ISM)

Overview of ISM

- Analysing how ISM contributes to quality assurance for new services
- How ISM generates business value
- Aligning IT security with business security

Key activities for ISM implementation

- Methods and techniques
- Ensuring confidentiality, integrity and availability
- Key metrics to measure success
- Challenges and risks of ISM

Demand Management

Purpose of demand management

- Scope and objectives
- Service strategy and demand management
- Coupling capacity with demand

Identifying demand management patterns

- Activities, methods and techniques
- Influencing customer demand
- Managing demand for service
- Demand management techniques

Roles and Responsibilities

- Defining the key roles for executing each process step
- Process manager and process practitioner
- Capacity management
- Availability management
- IT service continuity management
- Information security management

Technology and Implementation

Considerations

- Generic requirements and evaluation criteria
- Special technology functions and features related to PPO
- Good practices for implementation
- Determining the evaluation criteria for technology and process implementation
- Challenges, critical success factors and risks
- Designing technology architecture
- Considerations for planning and implementing service management technologies