ITIL v3 Planning, Protection and Optimization

Course Summary

Description

This course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Objectives
At the end of this course, students will be able to:

- Understand Service Management as a Practice and how the processes within Planning Protection and Optimization support the Service Lifecycle
- Know the important role of Planning Protection and Optimization in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- Understand the activities, methods and functions used in each of the Planning Protection and Optimization processes
- Understand the application of Planning Protection and Optimization processes, activities and functions to achieve operational excellence
- Measure Planning Protection and Optimization performance
- Understand the importance of IT Security and how it supports Planning Protection and Optimization
- Understand technology and implementation requirements in support of Planning Protection and Optimization
- Understand the challenges, critical success factors and risks related with Planning Protection and Optimization

Topics

- Introduction
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Demand Management
- Challenges, Critical Success Factors and Risks
- Technology & Implementation Considerations
- Exam Preparation/Mock Exam
- Exam

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically

ITIL v3 Planning, Protection and Optimization

Course Summary (cont'd)

Audience

The Planning Protection and Optimization Capability course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want t o purse the intermediate and advanced level ITIL certifications.
- Individuals who require a deeper understanding of the Planning Protection and Optimization processes and how these may be used and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management and Risk Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT/business managers and IT/business process owners and IT practitioners.

Prerequisites

Candidates for this course must:

- Hold an ITIL v3 Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable

It is also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of Planning Protection and Optimization management of their own business environment is strongly recommended.

Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:

- Capacity Management, Availability Management, IT Service Continuity Management (ITSCM), Information Security Management and Demand Management

It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular the Service Design publication.

Duration

Five days

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically