

Course Outline

ITIL Planning, Protection and Optimization

Duration: 5 days (30 hours)

Learning Objectives:

This course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning Protection and Optimization of services. 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.

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Planning Protection and – Optimization support the Service Lifecycle
- Knowing 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
- The activities, methods and functions used in each of the Planning Protection and Optimization processes
- The application of Planning Protection and Optimization processes, activities and functions to achieve operational excellence
- How to measure Planning Protection and Optimization performance
- The importance of IT Security and how it supports Planning Protection and Optimization
- Understanding technology and implementation requirements in support of Planning Protection and Optimization
- The challenges, critical success factors and risks related with Planning Protection and Optimization

Prerequisites

Candidates for this course must hold an ITIL Foundation Certificate

Target Audience:

- IT Management
- IT Support Staff
- IT Consultants
- Business Managers
- Business Process Owners
- IT Developers
- Service Providers
- System Integrators

Course Student Material:

Participants receive a copy of the classroom presentation material, practice exam, case study, homework and assignments

Credits:

Project Management Institute - Professional Development Units (PDUs) = 36

Topics Covered:

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

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