

ITIL® Planning Protection and Optimization Capability

<p>Certificate: ITIL® Planning Protection and Optimization Capability</p> <p>Duration: 5 days</p> <p>Course Delivery: (Virtual) Classroom, Exam , eBook</p>	<p>Course ID: ITL9331</p> <p>Language: English, Japanese, Spanish, French</p> <p>Credits: 4 Credits to ITIL Expert</p> <p>PMI® PDUs: 40</p>
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Course Description:

This 5-day 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.

Audience:

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

- Individuals who have their ITIL Foundation Certificate who want to pursue 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.

Learning Objectives:

Upon completion of this course and examination, 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

Course Organizational Logistics:

- A maximum of 18 people can attend this course with 1 instructor
- Classroom with U-shaped seating arrangement
- 2 break out rooms where available
- Whiteboard, flipchart, projector
- Previous ITIL Certificate numbers need to be provided prior to the start of the course
- Course runs 08:00 – 5:00 each day – the exam can be schedule from 1:00 - 2:30 pm on the last day

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate(holders of Foundation certificate from an earlier version of ITIL , e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- 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.

Course Material:

Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate and completion of Service Design Lifecycle course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core

guidance, in particular Service Design publication in preparation for the examination.

- The syllabus can be downloaded from:
<http://www.ital-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Technical Requirements:

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

Credits:

- Upon successful passing of the ITIL Planning Protection and Optimization Capability exam, the student will be recognized with 4 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 40

Agenda:

Day1	Day2	Day3	Day 4	Day5
1. Introduction	3. Availability Management	4. IT Service Continuity Management	6. Demand Management	9. Exam Preparation/Mock Exam
2. Capacity Management		5. Information Security Management	7. Roles and Responsibilities	
Lunch	Lunch	Lunch	Lunch	Lunch
2. Capacity Management	4. IT Service Continuity Management	5. Information Security Management	8. Technology & Implementation Considerations	Exam

3. Availability Management		6. Demand Management		
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Course Outline

COURSE INTRODUCTION

Introductions
 Course Introduction
 Course Learning Objectives
 Unique Nature of the Course
 Course Qualification Scheme
 Course Agenda and Exam Details

UNIT 1: INTRODUCTION TO PPO

1.1 Purpose, Objectives, and Value of Service Design
 1.2 The Lifecycle in Context
 1.3 Basics of Service Design
 1.4 Role of Design Coordination within PPO
 1.5 Group/Individual Exercise
 Summary of Unit 1

UNIT 2: CAPACITY MANAGEMENT

2.1 Purpose and Objectives
 2.2 Scope of Capacity Management
 2.3 Business Value of Capacity Management
 2.4 Policies, Principles, and Basic Concepts
 2.5 Activities, Methods, Techniques, and Relationship with Other Processes
 2.5.1 Business Capacity Management
 2.5.2 Service Capacity Management
 2.5.3 Component Capacity Management
 2.5.4 Design-related Activities
 2.5.5 Ongoing iterative Activities of Capacity Management
 2.5.6 Demand Management in Capacity Management
 2.5.7 Modeling and Trending
 2.5.8 Application Sizing
 2.6 Triggers, Inputs, Outputs, and interfaces with other processes
 2.7 Information Management
 2.8 Critical Success Factors and Key Performance Indicators for Successful Capacity Management
 2.9 Challenges and Risks
 2.10 Group/Individual Exercise
 2.11 Sample Test Question
 Summary of Unit 2

UNIT 3: AVAILABILITY MANAGEMENT

3.1 Purpose and Objectives
 3.2 Scope of the Process
 3.3 Value to the Business
 3.4 Policies, Principles, and Basic Concepts
 3.5 Process Activities, Methods, and Techniques

- 3.6 Triggers, Inputs, Outputs, and Process Interfaces
- 3.7 Information Management
- 3.8 Critical Success Factors and Key Performance Indicators
- 3.9 Challenges and Risks
- 3.10 Group/Individual Exercise
- 3.11 Sample Test Question
- Summary of Unit 3

UNIT 4: IT SERVICE CONTINUITY MANAGEMENT

- 4.1 Purpose and Objectives
- 4.2 Scope of ITCCM
- 4.3 Business Value of ITCCM
- 4.4 Policies, Principles, and Basic Concepts
- 4.5 Process Activities, Methods, and Techniques
 - 4.5.1 Stage 1 – Initiation
 - 4.5.2 Stage 2 – Requirements and Strategy
 - 4.5.3 Stage 3 – Implementation
 - 4.5.4 Stage 4 – Ongoing Operation
 - 4.5.5 Invocation
- 4.6 Triggers, Inputs, Outputs, and Process Interfaces
- 4.7 Information Management
- 4.8 Critical Success Factors and Key Performance Indicators
- 4.9 Challenges and Risks
- 4.10 Group/Individual Exercise
- 4.11 Sample Test Question
- Summary of Unit 4

UNIT 5: INFORMATION SECURITY MANAGEMENT

- 5.1 Purpose and Objectives
- 5.2 Scope of ICM
- 5.3 Business Value of ICM
- 5.4 Policies, Principles, and Basic Concepts
- 5.5 Process Activities, Methods, and Techniques
 - 5.5.1 Security Controls
 - 5.5.2 Management of Security Breaches and Incidents
- 5.6 Triggers, Inputs, Outputs, and Interfaces of ICM
- 5.7 Information Management
- 5.8 CCFs and KPIs for Successful ICM
- 5.9 Challenges and Risks
- 5.10 Group/Individual Exercise
- 5.11 Sample Test Question
- Summary of Unit 5

UNIT 6: DEMAND MANAGEMENT

- 6.1 Purpose and Objectives
- 6.2 Scope of Demand Management
- 6.3 Value to the Business
- 6.4 Policies, Principles, and Basic Concepts
- 6.5 Process Activities, Methods, and Techniques

6.5.1 Identifying sources of demand forecasting	293
6.5.2 Patterns of Business Activity	
6.5.3 User Profiles	
6.5.4 Activity–Based Demand Management	
6.5.5 Develop Differentiated Offerings	
6.5.6 Management of Operational Demand	
6.6 Triggers, Inputs, Outputs, and Interfaces	
6.7 Information Management	
6.8 CCFs and KPIs	
6.9 Challenges and Risks	
6.10 Croup/Individual Exercise	
6.11 Sample Test Question	
Summary of Unit 6	

UNIT 7: ROLES AND RESPONSIBILITIES

7.1 Process Owner	
7.2 Process Manager	
7.3 Process Practitioner	
7.4 Capacity Management Process Owner	
7.5 Capacity Management Process Manager	
7.6 Availability Management Process Owner	
7.7 Availability Management Process Manager	
7.8 IT Service Continuity Management Process Owner	
7.9 IT Service Continuity Management Process Manager	
7.10 Information Security Management Process Owner	
7.11 Information Security Management Process Manager	
7.12 Demand Management Roles	
7.13 Croup/Individual Exercise	
Summary of Unit 7	

UNIT 8: TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS

8.1 Generic Technology Requirements to Assist Service Design	
8.2 Evaluation Criteria for Technology and Tooling for Process Implementation	
8.3 Good Practices for Practice and Process Implementation	
8.4 Challenges, CCFs, and Risks in Implementing Practices and Processes	
8.5 Planning and Implementing Service Management Technologies	
8.6 Considerations for Implementing Technologies	
8.7 Croup/Individual Exercise	
8.8 Sample Test Question	
Summary of Unit 8	

Training Material Accreditation Status



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