

ITIL v3 Intermediate Capability Module Planning, Protection & Optimization

Days of Training: 5

Overview

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle.

Prerequisites

ITIL v3 Foundation

Learning Objectives

At the end of this course, you will learn:

- The concept of Service Management as a practice
- The functions & processes across the Lifecycle
- The purpose, goal and objectives of Availability Management
- The purpose, goal and objectives of Capacity Management
- The purpose, goal and objectives of IT Service Continuity Management
- The purpose, goal and objectives of Information Security Management
- The purpose, goal and objectives of Demand Management
- Technology Implementation considerations

Lesson 1: Course Introduction

- Introduction/Housekeeping
- Service Management as a practice
- Service, its value proposition and composition
- Functions and processes across the lifecycle
- The role of processes in the Service Lifecycle
- How Service Management creates business value
- How Planning, Protection and Optimization supports the Service Lifecycle

Lesson 2: Capacity Management

- Purpose, goal, objectives & scope
- Importance of Capacity Management as a process to generate business value
- Policies, principles and basic concepts
- Activities, methods and techniques that enable Capacity Management and how they relate to Planning, Protection and Optimization.
- Triggers, inputs, outputs and interfaces with other processes
- How the key metrics can be used to demonstrate the efficiency and effectiveness of successful Capacity Management

Lesson 3: Availability Management

- Purpose, goal, objectives & scope
- Importance of Availability Management as a process to generate business value
- Policies, principles and basic concepts
- Activities, methods and techniques that enable Availability Management and how they relate to Planning, Protection and Optimization.
- Triggers, inputs, outputs and interfaces with other processes
- How the key metrics can be used to demonstrate the efficiency and effectiveness of successful Availability Management

Lesson 4: IT Service Continuity

Management

- Purpose, goal, objectives & scope
- Importance of ITSCM as a process to generate business value
- Policies, principles and basic concepts
- Activities, methods and techniques that enable ITSCM and how each particular Stage relates to Planning, Protection and Optimization
- Triggers, inputs, outputs and interfaces with other processes
- How the key metrics can be used to demonstrate the efficiency and effectiveness of successful ITSCM

Lesson 5: Information Security

Management

- Purpose, goal, objectives & scope
- Importance of Information Security Management as a process to generate business value
- Policies, principles and basic concepts
- Activities, methods and techniques that enable Information Security Management and how they relate to Planning, Protection and Optimization.
- Triggers, inputs, outputs and interfaces with other processes
- How the key metrics can be used to demonstrate the efficiency and effectiveness of successful Information Security Management

Lesson 6: Demand Management

- Basic concepts of Demand Management
- Activity based Demand Management and business activity patterns
- Interfaces to Service Design
- Managing demand for Services
- Activities, methods and techniques that enable this process and how they relate to Planning, Protection and Optimization

ITIL v3 Intermediate Capability Module Planning, Protection & Optimization (Continued)

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Lesson 7: Challenges, Critical Success

Factors and Risks

- Challenges, Critical Success Factors and risks related to Capacity & Demand Management
- Challenges, Critical Success Factors and risks related to Availability Management
- Challenges, Critical Success Factors and risks related to ITSCM
- Challenges, Critical Success Factors and risks related to Information Security Management
- Challenges, Critical Success Factors and risks directly associated with the Service Design phase of the Service Lifecycle and how it relates specifically to PPO

Lesson 8: Roles and Responsibilities

- Capacity Management process
- Availability Management process
- IT Service Continuity Management process
- Information Security Management process

Lesson 9: Roles and Responsibilities

- Requirements for technology to assist Service Design
- Evaluation criteria for technology and tooling for process implementation
- Practices for practice and process implementation
- Challenges, Critical Success Factors and risks related to implementing practices and processes

Lesson 11: Exam Preparation

- Sample Exams
- Feedback
- Recap