

# Tytuł szkolenia: ITIL® Planning, Protection and Optimization

Kod szkolenia: HF430S

## Wprowadzenie

This course integrates the capabilities, processes and roles that result in well planned, properly protected and continually optimized services. The core processes of Capacity, Availability, Information Security, IT Service Continuity and Demand Management are discussed in detail. Implementation and technology considerations along with the risks and challenges and the factors for success are presented. The course prepares attendees for the ITIL Intermediate Qualification: Planning, Protection and Optimization (PPO) Certificate, module that leads to the ITIL Expert Certificate

## Adresaci szkolenia

- IT Professionals, Business managers, Business process owners
- Individuals who require a deep understanding of how the ITIL Certificate in the Planning, Protection and Optimization processes may be used to enhance the quality of IT service support within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL and who need to be informed about, and thereafter contribute to, an ongoing service improvement program
- Operational staff involved in capacity management, availability management, ITSCM, information security management, and demand management, and who wish to enhance their role-based capabilities
- Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications
- Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules
- Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite

### Prerequisites

- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications)
- 2 to 4 years professional experience working in IT service management is highly desirable
- Complete at least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution), as part of a formal, approved training course/scheme
- Complete a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas within the ITIL Service Design core guide
- Before attending training for the certification it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Design publication

---

## Cel szkolenia

- Service design in PPO and lifecycle context
- Processes across the service lifecycle pertaining to the practice elements within planning, protection and optimization
- Capacity management as a capability to realize successful service design
- Availability management as a capability to realize successful service design
- IT service continuity management as a capability to support overall business continuity management
- Information security management as part of the overall corporate governance framework
- Planning, protection and optimization roles and responsibilities
- Technology and implementation considerations
- Organizational roles relevant to PPO
- And specifically in the following key ITIL process and role areas: Capacity management - Availability management - IT service continuity management - Information security management - Demand management
- Challenges, critical success factors and risks for planning, protection and optimization

## Czas i forma szkolenia

- 35 godzin (5 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

## Plan szkolenia

### **Introduction to planning, protection and optimization**

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles

### **Capacity management**

- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management

### **Availability management**

- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices

### **IT service continuity management (ITSCM)**

- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM

### **Information security management**

- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management

### **Demand management**

- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns, and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO

### **Planning, protection and optimization roles and responsibilities**

- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO

### **Technology and implementation considerations**

- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures

Possibility to pass the exam: ITIL® Capability Stream Exams - price: 990 zł