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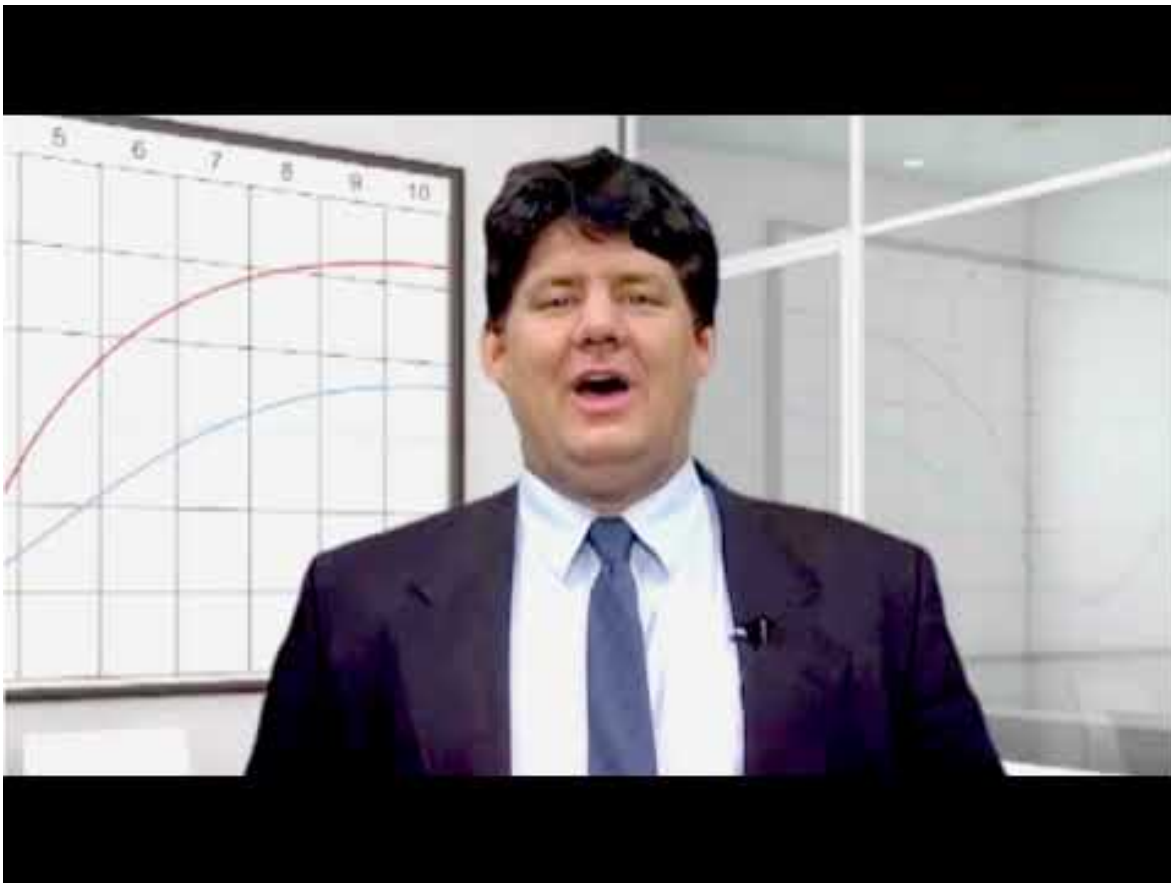
Learning Style: On Demand

Technology: ITIL®

Difficulty: Beginner

Course Duration: 6 Hours

## ITIL® Planning, Protection & Optimization (PPO)



***"If you enroll in this course, you will receive an Official Exam Voucher for the ITIL-PPO Exam"***

### About This Course:

This training series covers the concepts of ITIL® Planning, Protection and Optimization. Students will learn about the planning, protection and optimization process and how to organize and implement it.

ITIL®® Planning, Protection and Optimization is relevant to any IT and business professional involved in the management of services, including managers and practitioners, IT architects, process and service owners and business relationship managers.

The average salary for a Network & Server Infrastructure specialist is **\$88,000** per year.

## **Course Objective:**

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

## **Audience:**

- Project Managers

## **Prerequisite:**

- An ITIL® Foundation certificate and preferably two years work experience in an IT Service Management environment.

## **Course Outline:**

- Course Introduction
  - Instructor BIO
  - Course Introduction
- Chapter 01 - Course Introduction
  - Chapter 01 - Course Introduction
  - Chapter 01 Introduction
  - Lesson: Course Organization
    - Welcome to the Course!
    - Mentoring Community Introductions
    - Why Are You Here?
    - Using Bloom's Taxonomy

- What do you Expect?
  - Housekeeping Online
- Lesson: Course Conventions & Agenda
  - Conventions Used
  - Quizzes & Exercises
  - ITIL® Qualification Scheme
  - ITIL® Intermediate Exams
  - Getting Started with an Online Class
- Chapter 01 Review
  - Chapter 01 Summary
- Chapter 02 - Planning, Protection & Optimization
  - Chapter 02 - Planning, Protection & Optimization
  - Chapter 02 Introduction
  - Lesson: Introduction to Planning, Protection & Optimization
    - The Service Lifecycle
    - Managing Across the Lifecycle
    - Purpose, Goals & Objectives of Service Design
    - Scope of Service Design
    - Value of Service Design
    - Planning, Protection & Optimization
    - The Context of Service Design
    - Conceptual Framework
    - Principles & Processes
  - Lesson: Principles
    - Principles of Service Design
    - Designing Service Solutions
    - Planning
    - Design Coordination Overview
    - Service Design Package
    - Requirements
    - Management Systems
    - Design Architecture & Support Technology
    - Design Support Processes
    - Design Measurement Systems
    - Metrics Tree
    - Protection
    - Continuity
    - Security
    - Optimization
    - Performance Tuning
    - Operational Process Support
    - Challenges & Risks
    - Challenges
    - Risks
    - Service Design Critical Success Factors
    - PPO Processes Across the Lifecycle
    - PPO Processes
  - Lesson: PPO Summary
    - PPO Summary
    - Checkpoint

- Chapter 02 Review
  - Chapter 02 Summary
- Chapter 03 - PPO Processes
  - Chapter 03 - PPO Processes
  - Chapter 03 Introduction
  - Lesson: Availability Management
    - Introduction
    - Purpose, Goals & Objectives
    - Scope
    - Value to the Business
    - Concepts
    - Availability Focus
    - Activities
    - Reactive Activities
    - Monitoring
    - Measurement
    - Analysis
    - Expanded Incident Lifecycle
    - Availability Formulas
    - Service Failure Analysis (SFA)
    - SFA Structure
    - Reporting
    - Proactive Activities
    - Determine Availability Requirements
    - Availability Design Concepts
    - Design for Availability
    - Failure Analysis
    - SPoF Techniques
    - Fault Tree Analysis
    - Modeling
    - Risk Analysis & Management
    - Triggers, Inputs & Outputs
    - Relationships
    - Information
    - Critical Success Factors
    - Challenges & Risks
    - Availability Management Summary
  - Lesson: Capacity Management
    - Introduction
    - Purpose, Goals & Objectives
    - Scope
    - Value to the Business
    - Concepts
    - Activities
    - Sub-Process Areas
    - Underpinning Activities
    - Tuning & Optimization
    - Performance Tuning
    - Threshold Management & Control
    - Demand Management

- Modeling & Trending
- Application Sizing
- Triggers, Inputs & Outputs
- Relationships
- Information
- Critical Success Factors
- Challenges & Risks
- Capacity Management Summary
- Lesson: IT Service Continuity Management
  - Introduction
  - Purpose, Goals & Objectives
  - Scope
  - Value to the Business
  - Concepts
  - Activities
  - Initiation
  - Requirements & Strategy
  - Business Impact Analysis
  - Risk Analysis
  - Strategy
  - Implementation
  - Organizational & Implementation Planning
  - Testing
  - Invocation
  - On-going Operation
  - Triggers, Inputs & Outputs
  - Relationships
  - Information
  - CSFs
  - Challenges & Risks
  - IT Service Continuity Summary
- Lesson: Information Security Management
  - Introduction
  - Purpose, Goals & Objectives
  - Scope
  - Value to the Business
  - Concepts
  - Security Management Framework
  - Activities
  - Information Security Process
  - Establish Information Security Policy
  - Enforce Security Policy
  - Assess & Classify Information Assets
  - Security Controls & Risk Assessment
  - Monitor & Manage Security Breach
  - Analyze, Report & Reduce Impact
  - Conduct Security Reviews & Audits
  - Triggers, Inputs & Outputs
  - Relationships
  - Information

- CSFs
  - Challenges & Risks
  - Information Security Management Summary
- Lesson: Demand Management
  - Introduction
  - Purpose, Goals & Objectives
  - Scope
  - Value to the Business
  - Concepts
  - Activity-Based Demand Management
  - Business Activity Patterns
  - Patterns of Business Activity
  - User Profile
  - Matching UP to PBA
  - Demand Modeling
  - Managing Demand
  - Service Packages
  - Triggers, Inputs & Outputs
  - Relationships
  - Information
  - Critical Success Factors
  - Challenges & Risks
  - Summary
- Lesson: PPO Processes Summary
  - PPO Processes Summary
  - Checkpoint
- Chapter 03 Review
  - Chapter 03 Summary
- Chapter 04 - Organize & Implement
  - Chapter 04 - Organize & Implement
  - Chapter 04 Introduction
  - Lesson: Organize for PPO
    - Who Does What to Whom?
    - The RACI Model
    - Functional Roles Analysis
    - Activity Analysis
    - Roles & Responsibilities
    - Service Owner
    - Process Owner
    - Process Manager
    - Process Practitioner
    - Availability Management
    - Capacity Management
    - IT Service Continuity Management
    - Security Management
    - Demand Management
  - Lesson: Technology Considerations
    - Technology Considerations
    - Service Management Tools
    - Technology-Related Areas

- Requirements Engineering
  - Requirement Types
  - Functional Requirements
  - Management & Operational Requirements
  - Usability
  - Investigation Techniques
  - Issues
  - Documenting Requirements
  - Requirements Catalog
  - Outsourcing Requirements
  - Data & Information Management
  - Key Factors in Data Management
  - Scope of Data Management
  - Activities of Data Management
  - Application Management
  - Application & Service Portfolios
  - Application Frameworks
  - Design of Applications
  - Design Patterns
  - Other Concepts
- Lesson: Implementing PPO
  - Implementation Considerations
  - Implementation Steps
  - Establish High-Level Objectives
  - Assess Current Capabilities
  - Determine Measureable Targets
  - Implement Process Improvement
  - Implement Measurement Framework
  - Review & Improve
  - Challenges, Risks & CSFs
  - Challenges
  - Risks
  - CSFs
- Lesson: Organization & Implement Summary
  - Organizing & Implement Summary
  - Checkpoint
- Chapter 04 Review
  - Chapter 04 Summary
- Course Conclusion
  - Course Closure
  - Course Summary