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

Modality: Virtual Classroom

Duration: 4 Days

"If you enroll in this course without the Master Subscription plan, you receive a Free Official Exam Voucher for ITIL-PPO Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately."

About this course:

ITIL® Planning, Protection & Optimization (ITIL®-PPO) is a 4 day extensive course that covers the five core publications of ITIL® 2011 edition, namely Service Strategy, Service Design, Service Transition, Service operation, and continual Service Improvement. It will enable students with important techniques for the improvement of operational efficiency of the business.

The official ITIL® qualification scheme describes the two streams, the Service Lifecycle Stream and the Service Capability stream. The course focuses mainly on the service capability Stream, its processes and practice elements. Along with a description of service Lifecycle stream.

This course will prepare the students for the ITIL® Planning, Protection & Optimization Intermediate exam

A certified ITIL® Planning, Protection & Optimization professional earns up to **$90,441** per year.

Course Objective:

On successful completion of the course, the students will be able to:

- Understand and explain the practice of Service Management.

- Understand and explain the lifecycle and the functions & processes across it.

- Understand the concept of Availability Management and Recognize its purpose, goal and objectives

- Understand the concept of Capacity Management and recognize its purpose, goal and objectives.

- Understand The concept of IT Service Continuity Management and its purpose, goal and objectives

- Understand The concept of Information Security Management and recognize its purpose, goal and objectives

- Understand The concept of Demand Management and recognize purpose, goal and objectives

- Describe technology Implementation considerations

Audience:

The target audience of this course includes IT Managers, Operational staff, and persons wanting to deepen their knowledge and skills of processes and functions required for planning, protection and optimization of clusters. .

Prerequisite:

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

Suggested Prerequisite Course:

- ITIL® Foundations Certification (ITIL®)

Course Outline:

- Review of concepts

- - Common definitions
- - 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
- - Key roles and responsibilities

- End-to-end process flow

- - Design strategy & components
- - Activities, roles and operation
- - Organizational structure
- - Interfaces with other processes
- - Measurement model and the metrics
- - Roles and responsibilities
- - Benefits and business value

- End-to-end process flow

- - Design strategy & components
- - Activities, roles and operation
- - Organizational structure
- - Interfaces with other processes
- - Measurement model and the metrics
- - Roles and responsibilities
- - Benefits and business value

- End-to-end process flow

- - Design strategy & components
- - Activities, roles and operation
- - Organizational structure
- - Interfaces with other processes
- - Four stages of ITSCM
- - Measurement model and the metrics
- - Roles and responsibilities
- - Benefits and business value

- End-to-end process flow

- - Design strategy & components
- - Activities, roles and operation
- - Organizational structure
- - Interfaces with other processes
- - Measurement model and the metrics
- - Roles and responsibilities
- - Benefits and business value

- End-to-end process flow

- - Design strategy & components
- - Activities, roles and operation
- - Organizational structure
- - Interfaces with other processes
- - Activity based demand management
- - User activity patterns
- - Measurement model and the metrics
- - Roles and responsibilities
- - Benefits and business value

- Generic requirements and evaluation criteria

- - Special technology functions and features related to PPO
- - Good practices for process implementation
- - Determining the evaluation criteria for technology and process implementation
- - How to plan and implement service management tools
- - Challenges, critical success factors and risks

- - Considerations for planning and implementing Service Management technologies
- Introduction and Overview

- Capacity Management

- Availability Management

- IT Service Continuity Management

- Information Security Management

- Demand Management

- Technology and Implementation Considerations