bestpracticetraining

ITIL Planning, Protection & Optimisation

ITIL® is recognised internationally as the best practice approach to IT Service Management aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services. The ITIL Certificate in Planning, Protection and Optimisation is a free-standing qualification but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management.

This course enables delegates to apply PPO practices during the service management lifecycle and specifically in the following key ITIL process and role areas:

- Capacity management
- Availability management
- IT service continuity management (ITSCM)
- Information security management
- Demand management

Prior to attending this course, delegates are expected to understand the context of PPO management in their business environment and have responsibility for at least one of the management processes listed above.

Benefits to the individual

- Recognised professional qualification

- Understand the application of ITIL guidelines and frameworks that contribute to industry best practice

- Helps individuals to understand the Planning, Protection and Optimisation processes and how they may be used to enhance the quality of IT service support within an organisation.

- Pre-requisite module for ITIL Expert certification in IT Service Management

Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business

- Improved customer satisfaction and less down time through quicker fixes

- Better process management leads to increased efficiency and reduced costs

- The framework is flexible, scalable, systematic and can be used within different organisations irrespective of size or industry

Course outline

The objectives of this course are:

- To give delegates an in-depth understanding of the Planning, Protection and Optimisation processes and how they may be used to enhance the quality of IT service support within an organisation
- To enable delegates to apply the practices of Planning, Protection and Optimisation

The course is conducted through interactive group study using practical examples and activities. An in-depth case study allows delegates to see how the theory is applied in a real life situation. Over the five day course, the following topics are covered.

Course content

Introduction to planning, protection and optimisation

- 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, organisational 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, organisational 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, organisational 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

IT service continuity management (ITSCM) cont.

- 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 organisational 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, organisational structure and its interfaces with other processes

Demand management cont.

- 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

PPO roles & responsibilities

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

Technology & 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