

ITIL V3 Intermediate In Planning, Protection And Optimization

ITIL V3

The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT service management in the world. ITIL® is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

Course Objective

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
 - 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
 - Challenges, Critical Success Factors and risks
- 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

In addition, the training for this qualification should include examination preparation, including a mock examination opportunity.

Pre-requisites

Delegates must already hold the ITIL® V3 Foundation or V2 Foundation plus the Foundation Bridge Certificate.

It is expected that individuals demonstrate familiarity with IT terminology and understand the context of Operational Support and Analysis management of their own business environment.

Who should take this course

The main target candidate for the ITIL Intermediate Qualification: Planning, Protection and Optimization Certificate includes but is not restricted to:

- IT professionals
- Business managers
- Business process owners

Certificate Of Attendance

Certificate Of Attendance will be awarded to students completing the course achieving minimum 75% attendance

Training Methodology & Materials

- This is an intensive four-day course which includes the ITIL® V3 Service Operation examination which takes place on the final day.

Training Duration Full-Time : 4 days Time : 9.30am-5.30pm	Course + Exam Training Fee Course Fee(including exam) : S\$2899
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DETAILED COURSE OUTLINE

Upon successful completion of this course delegates will be able to demonstrate competencies in the following:

Learning Unit PPO01: Introduction to Planning, Protection and Optimization

Bloom's Level 2 Objectives – Full understanding of PPO terms and core concepts

- The concept of Service Management as a practice and how it delivers value to customers and the business
- The underpinning PPO processes and functions that support the Service Lifecycle
- What makes up the Service Capability cluster "Planning, Protection and Optimization" (i.e. which phase of the Service Lifecycle contribute to this capability and how they all interact) and its specific focus on Service Design

Learning Unit PPO02: Capacity Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Capacity Management inclusive of 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

Learning Unit PPO03: Availability Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Availability Management inclusive 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

Learning Unit PPO04: IT Service Continuity Management (ITSCM)

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for ITSCM inclusive 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 Ongoing Operation) and how each can be used to support PPO
- A measurement model and the metrics that would be used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM

Learning Unit PPO05: Information Security Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Security Management inclusive of 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 Security Management within PPO practices
- The benefits and business value that can be gained from Security Management

Learning Unit PPO06: Demand Management

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The end-to-end process flow for Demand Management inclusive of 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 Level packages

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- The benefits and business value that can be gained from Demand Management in support of PPO

Learning Unit PPO07: Challenges, Critical Success Factors and Risks

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- The challenges and risks (e.g. staff, funding, management, etc.) in relation to: Capacity, Demand, Availability, ITSCM and Security Management and how each challenge can be addressed
- Critical Success Factors related to Capacity, Demand, Availability, ITSCM and Security Management and how to measure and monitor them for each process and activity
- The challenges and risks as well as related Critical Success Factors that are associated with Service Design in its alignment with PPO

Learning Unit PPO08: Planning, Protection and Optimization Roles and Responsibilities

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- 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

Learning Unit PPO09: Technology and Implementation Considerations

Bloom's Level 4 Objectives – Support problem solving by putting theory into practice, interpret principles and relationships

- Service Management tools, where and how they would can 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.

ITIL Intermediate Certification – Operation Support & Analysis (OSA)

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