

Hands-on course , 5
day(s)
Ref : ITT

Participants

Candidates must hold ITIL® V3 Foundation Certificate (or ITIL® V3 Foundation Bridge certificate) and want to progress into the cycle of ITIL® certification.

Pre-requisites

Candidates must submit BEFORE the start of their training certificate ITIL® Foundation (V3 Foundation or V2 Foundation plus Bridge).

Next sessions

ITIL® Capability Planning, Protection & Optimization

OBJECTIVES

This training will enable you to acquire skills on the practice of IT Service Management, as well as the process "Planning, Protection & Optimization", their roles and responsibilities, relevant technologies and the factors to consider in implementing them.

1) Introduction

2) Availability management

3) IT service continuity management (ITSCM)

4) Capacity management

5) Demand management

6) Information security management

7) Complements

1) Introduction

- The importance of the PPO in the service lifecycle.

2) Availability management

- Mission, goals and objectives of this process.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.
- Metrics. Effectiveness of successful management of availability.

3) IT service continuity management (ITSCM)

- Mission, goals and objectives of this process.
- The process activities, methods and techniques of this process.

4) Capacity management

- Mission, goals and objectives of this process.
- The benefits and business value
- Principles and basic concepts.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process
- How the metrics that can be used to demonstrate the efficiency of successful management of capacity.

5) Demand management

- The basic concepts of this process.
- Demand Management based on activities and Business Activity Pattern.
- Interfaces with Service Design.
- Process activities, methods and techniques of the demand management.

6) Information security management

- Mission, goals and objectives of this process.
- The process activities, methods and techniques of this process.
- The triggers, inputs and outputs, and interfaces of this process.

7) Complements

- Planning, Protection and Optimization roles and responsibilities.
- Technology and Implementation considerations.