ITIL® SERVICE CAPABILITY: PLANNING, PROTECTION AND OPTIMIZATION

Course Code: 2724

Learn to execute the ITIL® planning, protection, and optimization processes, including demand, capacity, availability, IT service continuity, and information security management.

AXELOS has confirmed Global Knowledge was the leading provider of certified ITIL training and exams in 2017 across their 1,500 global partners

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the planning, protection, and optimization (PPO) of services and service delivery. You will focus on the operational-level process activities and supporting methods and learn to execute these processes in a practical, hands-on learning environment. This training is intended to enable you to apply the practices throughout the service management lifecycle.

This course positions you to successfully complete the associated exam, which is offered on the last day of class at 3:00 pm for classroom students. Virtual students will receive a voucher for a webcam proctored exam which they can schedule at their convenience. Beginning on March 5th, 2018, students will receive their course materials through a link in their MyGK account. This is a BYOD course. Students can download their course materials and view them on a tablet/iPad or a PC/Mac.

The main process and function focus areas of this course include:

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

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class.
What You’ll Learn

• Service management as a practice and how the processes within PPO support the service lifecycle
• Role of PPO in service provision and how the in-scope processes interact with other service lifecycle processes
• Activities and methods used in each of the PPO processes
• Application of PPO processes and activities to achieve operational excellence
• How to measure PPO performance
• Importance of IT Security and how it supports PPO
• Technology and implementation requirements in support of PPO
• Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks related with PPO

Who Needs to Attend

• IT operations, technical, or IT management personnel requiring more information about ITIL best practices
• Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT

Prerequisites

• ITIL Foundation Certification (v3 or newer) required
• Two to four years of relevant work experience
• To prepare for the end-of-class exam, we recommend that you review the ITIL 2011 publicationService Design (2011 Edition, ISBN 9780113313051) and complete at least 12 hours of personal study
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Classroom Live Outline

1. Planning, Protection, and Optimization
   - Processes
   - Purpose, Objectives, and Value of Service Design
   - Lifecycle within the PPO Context
   - Scope and Flow of Service Design
   - Service Requirements
   - Business Requirements and Drivers
   - Business Value of Service Design
   - Comprehensive and Integrated Service Design
   - Direction, Policy, and Strategy of Service Design
   - Optimizing Design Performance
   - Purpose and Objectives of the Design Coordination Process
   - Scope of the Design Coordination Process
   - Business Value of the Design Coordination Process

2. Demand Management
   - Purpose, Objectives, and Scope
   - Business Value
   - Policies, Principles, and Basic Concepts
   - Activities, Methods, and Techniques
   - Triggers, Inputs, and Outputs
   - Process Interfaces
   - Information Management
   - CSFs and KPIs
   - Challenges and Risks
   - Roles and Responsibilities

3. Capacity Management
• Purpose and Objectives
• Scope of Capacity Management
• Business Value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• Process Interfaces with Capacity Management
• Information Management in Capacity Management
• CSFs and KPIs
• Challenges and Risks
• Roles and Responsibilities

4. Availability Management
• Purpose and Objectives
• Scope of Availability Management
• Business Value
• Policies, Principles, and Basic Concepts
• Vital Business Functions
• Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• Process Interfaces
• Information Management
• CSFs and KPIs
• Challenges and Risks
• Roles and Responsibilities

5. IT Service Continuity Management
• Purpose and Objectives
• Scope of ITSCM
• Business Value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Process Interfaces
• Information Management
• CSFs and KPIs
• Challenges and Risks
• Roles and Responsibilities

6. Information Security Management
• Purpose and Objectives
• Scope of ISM
• Business Value
• Policies, Principles, and Basic Concepts
• Activities, Methods, and Techniques
• Triggers, Inputs, and Outputs
• Process Interfaces
• Information Management
• CSFs and KPIs
• Challenges and Risks
• Roles and Responsibilities

7. Technology and Implementation Considerations
   • Best Practices for Service and Process Implementation
   • Generic Technology Requirements for Service Design
   • Technology and Management Architectures
   • Selection of Tools and Technology to Support Service Design
   • Planning and Implementing Service Management Tools
   • Challenges, Risks, and CSFs

8. Exam Preparation/Mock Exam

9. Exam

Mar 9 - 13, 2020 | 8:30 AM - 5:30 PM | WASHINGTON, DC
Virtual Classroom Live Outline

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   - Purpose and Objectives of the Design Coordination Process
   - Scope of the Design Coordination Process
   - Business Value of the Design Coordination Process

2. Demand Management
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   - Business Value
   - Policies, Principles, and Basic Concepts
   - Activities, Methods, and Techniques
   - Triggers, Inputs, and Outputs
   - Process Interfaces
   - Information Management
   - CSFs and KPIs
   - Challenges and Risks
   - Roles and Responsibilities

3. Capacity Management
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8. Exam Preparation/Mock Exam

9. Exam

Jan 20 - 24, 2020 | 11:30 AM - 8:30 PM EST
Feb 10 - 14, 2020 | 9:30 AM - 6:30 PM EST
Mar 9 - 13, 2020 | 8:30 AM - 5:30 PM EST
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PRIVATE GROUP TRAINING

5 days

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