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Updated to the 2011 syllabus



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Optimization by applying key metrics Utilize capacity and availability management to realize successful Service Design Ensure that services are fit for purpose and fit for use Identifying and mitigating risks Apply Continual Service Improvement As well as preparing participants for the exam Pre requisites ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate It is highly recommended that you read the Planning Protection and Optimization book prior to commencement of this program Delivery The program combines short presentations supported by accredited trainer audio There are also guizzes and exercises marking scheme provided to ensure learners are testing their knowledge and competency to enhance understanding of key concepts Revision guestions and a mock examination help to prepare for the multiple choice APMG EXIN examination This program is an eLearning Program your access details to the elearning course are in the book Program Materials Access to presentations with trainer audio The Art of Service Planning Protection and Optimization Book Exercises Answers Mock Exam questions Service Offerings and Agreements ITIL 2011 Intermediate Capability Handbook (single Copy), 2010 **Operational Support and Analysis** ,2013 Release. Control and Validation, 2013 Service Offerings and Agreements: ITIL 2011 Itermediate Capability Handbook (pack Of 10) AXELOS, 2014-10-31 This guide provides a guick reference to the processes covered by the ITIL V3 SOA syllabus It is designed as a study aid for students taking the ITIL Capability qualification for SOA and as a handy portable reference source for practitioners who work with these processes ITIL INTERMEDIATE PLANNING PROTECTION & PELLE R Itil V3 Service Capability Ppo - Planning, Protection and Optimization of It Services Best STOCK,2017-02-28 Practices Study and Implementation Guide Ivanka Menken, Tim Malone, Gerard Blokdijk, 2009 This book centers on the ability of an IT organization to deliver and support IT services on a day to day basis The focus is on practical aspects of the ITIL v3 Service Lifecycle and processes associated with Planning Protection and Optimization which ensures IT departments can cost effectively manage customer demand availability and capacity while mitigating risk This book covers practical guidance on the design and implementation of integrated end to end processes based on proven industry best practice guidelines It provides in depth knowledge of the ITIL PPO areas Availability Management Capacity Management IT Service Continuity Management Information Security Management Demand Management Risk Management and Continual Service Improvement Planning Protection and Optimization Best Practices is designed to complement the certified ITIL V3 Capability Programs for IT Service Management This book focuses on describing the industry best practices for the Planning Protection and Optimization of IT Services including Introduction and Overview Planning Protection and Optimization in the context of the Service Lifecycle The Service value proposition Role of processes in Service Management How Service Management creates business value Core Planning Protection and Optimization Processes Capacity Management Conducting capacity management to contribute to quality assurance Purpose goals and objectives Delivering against Service Level targets Meeting cost and time constraints Activities methods and techniques Fit for purpose and fit for use Availability Management

Contributing to quality for fit for purpose and fit for use services Scope of the process Enabling Availability Management through activities methods and techniques How Availability Management creates business value Triggers input and output to other processes Establishing metrics to ensure process quality IT Service Continuity Management ITSC Ensuring quality assurance when introducing services through effective ITSC management Illustrating the main activities Managing risks Planning for recovery Policies and principles Challenges and critical success factors Information Security Management Analyzing how Information Security Management contributes to quality assurance for new services Aligning IT security with business security Ensuring confidentiality integrity and availability How Information Security Management generates business value Activities methods and techniques Key metrics to measure success Demand Management Purpose goals and objectives Influencing customer demand Coupling capacity with demand Activities methods and techniques Risk Management Risks relative to the Planning Protection and Optimization process management Identifying the challenges critical success factors and risks related to the other processes The risks directly related with Service Design How risks relate to the practice elements of Planning Protection and Optimization Roles and Responsibilities Capacity management Availability management IT Service Continuity management Information Security management Technology and Implementation Considerations Generic requirements and evaluation criteria Special technology functions and features related to Planning Protection and Optimization Good practices for implementation Determining the evaluation criteria for technology and process implementation Challenges critical success factors and risks Considerations for planning and implementing Service Management technologies Common Service Activities Analyzing operations performed in day to day activities The maturity model of technology management Aligning operations with the overall service and process objectives Service monitoring and control Continual Service Improvement Implementing an effective CSI program CSI in respect to organizational change Best practice elemen Operational Support and Analysis ITIL V3 Intermediate Capability Handbook (Pack of 10 Copies) Stationery Office, Alison Cartlidge, 2009-11-01 This guide provides a quick reference to the processes covered by the ITIL V3 Operational Support and Analysis syllabus It is designed as a revision aid for students taking the ITIL Capability qualification for Operational Support and Analysis and as a handy portable reference source for practitioners who work with these processes ITIL® Planning, Protection and Optimization ,2011-01-01

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