



Planning, Protection and Optimization ITIL® Intermediate Capability Handbook

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The IT Service Management Forum

Updated to the 2011 syllabus



Planning Protection And Optimization Itil 2011 Intermediate Capability Handbook Single Copy

Lei Huang



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Planning, Protection and Optimization: ITIL 2011 Intermediate Capability Handbook (single Copy) Axelos, 2014-10-31

This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for PPO and as a handy portable reference source for practitioners who work with these processes.

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Planning, protection and optimization ITIL V3 intermediate capability handbook George Kinnear, Tricia Lewin, Stationery Office, ITSMF UK, John A. Sowerby, 2010-11-08 This guide provides a quick reference to the processes covered by the ITIL V3 PPO syllabus. It is designed as a study aid for students taking the ITIL Capability qualification for PPO and as a handy portable reference source for practitioners who work with these processes.

Operational Support and Analysis Stationery Office, Alison Cartlidge, 2013-11-04 Updated in line with the ITIL 2011 editions and the Operational Support and Analysis OSA syllabus, this quick reference guide will help you as you study for the OSA module of the ITIL Intermediate Capability qualification. Beyond the exam, this handbook is a practical resource that can be used in the workplace. Companion volumes covering the other Intermediate Capability modules are also available.

ITIL Planning, Protection and Optimization (PPO) Full Certification Online Learning and Study Book Course - the ITIL Intermediate PPO Capability Complete Certification Kit, Third Edition Ivanka Menken, 2011 The first and second edition of this book and its accompanying eLearning course are regarded as a classic in its field. Now in an expanded and updated version of The Art of Service's book, the authors once again present a step-by-step guide to getting your ITIL PPO Certificate. Who Knew ITIL Certification E Learning This Quick and Easy Could Make You Look This Good On demand eLearning Don't pay over 3 000 00 for a 5 day class room based course you are out of touch with your work for 5 days and including the course fee the costs are insurmountable. Take the online learning option instead and study at your own pace. Course Description This online learning course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery. The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices in Planning Protection and Optimization of the Service Management Lifecycle. This course uses an engaging interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam. the APMG Intermediate Level Certificate Planning Protection and Optimization Learning

Objectives At the end of this course the learner will gain competencies in Plan key activities for the Planning Protection and Optimization processes in the context of the Service Lifecycle Attain operational excellence by using the Planning Protection and Optimization processes activities and functions Measure the success of Planning Protection and 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 Pre requisites ITIL Foundation 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 quizzes and exercises marking scheme provided to ensure learners are testing their knowledge and competency to enhance understanding of key concepts Revision questions and a mock examination help to prepare for the multiple choice APMG 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 Considering the increasing number of IT Professionals and their Organizations who want to be actively involved in IT Service Management this book which leads to ITIL PPO and paves the way to ITIL Expert Certification should do at least as well as the first and second edition which are bestsellers

Operational Support and Analysis ITIL V3 Intermediate Capability Handbook (Single Copy) Stationery Office, Alison Cartlidge, 2009-11 This ITIL V3 publication Passing Your ITIL Intermediate Exams Study Aid from the Official Publisher of ITIL endorsed by the official ITIL Accreditor is suitable for candidates taking both the ITIL Service Lifecycle Exams and the Capability Exams The publication provides details on the ITIL V3 qualification scheme from foundation

ITIL Intermediate Certification Companion Study Guide Helen Morris, Liz Gallacher, 2017-08-04 The expert led full coverage supporting guide for all four ITIL exams ITIL Intermediate Certification Companion Study Guide is your ultimate support system for the Intermediate ITIL Service Capability exams Written by Service Management and ITIL framework experts this book gives you everything you need to pass including full coverage of all objectives for all four exams Clear concise explanations walk you through the process areas concepts and terms you need to know and real life examples show you how they are applied by professionals in the field every day Although this guide is designed for exam preparation it doesn't stop there you also get expert insight on major topics in the field The discussion includes operational support and analysis planning protection and optimization release control and validation and service offerings and agreements that you'll need to know for the job ITIL is the most widely adopted IT Service Management qualification in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This book is your ideal companion for exam preparation with comprehensive coverage and detailed information Learn service strategy principles organization and implementation Master the central technologies used in IT Service Management Be aware of inherent challenges risks and

critical success factors Internalize the material covered on all four ITIL exams The ITIL qualification is recognized around the globe and is seen as the de facto certification for those seeking IT Service Management positions Passing these exams requires thorough preparation and rigorous self study but the reward is a qualification that can follow you anywhere ITIL Intermediate Certification Companion Study Guide for the ITIL Service Capability Exams leads you from Foundation to Master giving you everything you need for exam success

Service Offerings and Agreements ITIL 2011 Intermediate Capability Handbook (single Copy) Axelos,2014-10-31 This guide provides a quick 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 *Release, Control and Validation* The Stationery Office,2013-11-04 Updated in line with the ITIL 2011 editions and Release Control and Validation RCV syllabus this quick reference guide will help you as you study for the RCV module of the ITIL Intermediate Capability qualification

Release, Control and Validation Duncan Anderson,Stationery Office,2013-11-04 Updated in line with the ITIL 2011 editions and the Release Control and Validation RCV syllabus this quick reference guide is a useful study aid for the RCV module of the ITIL Intermediate Capability qualification Beyond the exam this handbook is a practical resource that can be used in the workplace Companion volumes covering the other Intermediate Capability modules are also available **Itil V3 Planning, Protection and Optimization (Ppo) Full Certification Online Learning and Study Book Course** Ivanka Menken,Tim Malone,Gerard Blokdijk,2009 Who Knew ITIL Certification E Learning This Quick and Easy Could Make You Look This Good The Art of Service has dramatically changed the way we deliver employee training We can now deliver more training at less cost to a wider audience in a shorter period of time On demand eLearning Don t pay over 3 000 00 for a 5 day class room based course you re out of touch with your work for 5 days and including the course fee the costs are insurmountable take the online learning option instead and study at your own pace Course Description This online learning course immerses learners in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with the Planning Protection and Optimization of services and service delivery The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical hands on learning environment This training is intended to enable the holders of the certificate to apply the practices in Planning Protection and Optimization of the Service Management Lifecycle This course uses an engaging interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam the APMG EXIN Intermediate Level Certificate Planning Protection and Optimization Learning Objectives At the end of this course the learner will gain competencies in Plan key activities for the Planning Protection and Optimization processes in the context of the Service Lifecycle Attain operational excellence by using the Planning Protection and Optimization processes activities and functions Measure the success of Planning Protection and 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 quizzes
 and exercises marking scheme provided to ensure learners are testing their knowledge and competency to enhance
 understanding of key concepts Revision questions 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
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 a quick 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 STOCK,2017-02-28 Itil V3 Service**
Capability Ppo - Planning, Protection and Optimization of It Services Best 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
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 value proposition Role of processes in Service Management How Service Management creates business value Core Planning
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 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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