



Planning, Protection and Optimization ITIL® Intermediate Capability Handbook

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Updated to the 2011 syllabus



Planning Protection And Optimization Itil 2011 Intermediate Capability Handbook Single Copy

**Ivanka Menken, Tim Malone, Gerard
Blokdijs**



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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

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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.

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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

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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
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Study and Implementation Guide Ivanka Menken,Tim Malone,Gerard Blokdiijk,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 elements

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

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