COURSE AGENDA

ITIL® INTERMEDIATE PLANNING, PROTECTION & OPTIMIZATION (PPO)

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LEARNING UNITS	CLASSROOM
1. Introduction to PPO	
Purpose and objectives and value of service design	
The lifecycle in context	
Service design basics	
The interfaces of design coordination with other processes related to PPO	
2. Capacity Management	
The purpose and objectives of the Capacity management process	
The scope of the Capacity management	
The importance of capacity management as a process to generate business value	
Capacity management policies, principles and basic concepts	
The main activities, methods and techniques that enable capacity management, and how they relate to planning, protection and optimization	
The triggers, inputs, outputs and interfaces of capacity management and its interfaces with other processes	
The capacity management information system and its role in information management	
How the critical success factors and key performance indicators can be used to demonstrate the efficiency and effectiveness of successful capacity management	
Challenges and risks of capacity management	

3. Availability Management

The purpose and objectives of the process

The scope of the process

The importance of availability management as a process to generate business value

Availability management policies, principles and basic concepts

The main activities, methods and techniques that enable availability management
and how they relate to PPO

The triggers, inputs, outputs and interfaces of availability management, and its interface with
other processes

How availability management relates to information management

How the critical success factors and key performance indicators can be used to demonstrate
the efficiency and effectiveness of successful availability management

Challenges and risks of availability management

4. IT Service Continuity Management

The purpose and objectives of the process

The scope of the process

The importance of ITSCM as a process to generate business value

ITSCM policies, principles and basic concepts

The main activities, methods and techniques that enable ITSCM, and how they relate to
planning, protection and optimization, particularly stages 1-4 of the ITSCM lifecycle:
- Initiation
- Requirement and strategy
- Implementation
- Ongoing operation

Invocation of ITSCM

The triggers, inputs, outputs and interfaces of ITSCM, and its interface with other processes

Information management for ITSCM

How the critical success factors and key performance indicators can be used and applied to demonstrate the efficiency and effectiveness of successful IT service continuity management

Challenges and risks of ITSCM

5. Information Security Management

The purpose and objectives of the process

The scope of the process

The importance of information security management as a process to generate business value

Information security management policies, principles and basic concepts

The main activities, methods and techniques that enable this process and how they relate to planning, protection and optimization

The triggers, inputs, outputs and interfaces of information security management

Information security management and the security

Information management within the problem management process

How the critical success factors and key performance indicators can be used and applied to demonstrate the efficiency and effectiveness of successful information security management

Challenges and risks of ISM

6. Demand Management

Purpose and objectives of demand management

Scope of demand management

Value to business

Policies, principles and basic concepts

Process activities, methods and techniques of demand management

Triggers, inputs, outputs and interfaces

Information management and demand management

Critical success factors and key performance indicators

Challenges and risks of demand management

7. PPO Roles & Responsibilities

Process manager

Process practitioner

Capacity management process manager

Availability management process manager

ITSCM process manager

ISM process manager

Demand management roles

8. Technology & implementation considerations

The generic requirements for technology to assist service design

The evaluation criteria for technology and tooling for process implementation

The good practices for practice and process implementation

The challenges, critical success factors and risks related to implementing practices
and processes

How to plan and implement service management technologies

The consideration for implementing technologies in supporting the processes within planning,
protection andoptimization practice, in particular, designing technology architectures

9. Summary and directed studies

Review of key concepts

For information on the course, visit: http://www.simplilearn.com/it-service-management/itil-intermediate-ppo-training

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