



# ITIL® Planning, Protection and Optimisation

**Duration: 5 days** (including exam)

## Content

This course will enable participants to:

- Understand the importance of Service Management as a Practice
- Appreciate how all processes in Planning, Protection and Optimisation interact with other Service Lifecycle Processes
- Identify the processes, activities, methods and functions used in each of the Planning, Protection and Optimisation processes
- Understand how to use the Planning, Protection and Optimisation processes, activities and functions to achieve operational excellence
- Understand the importance of IT Security and its contributions to Planning, Protection and Optimisation
- Understand the technology and implementation considerations surrounding Planning, Protection and Optimisation and the associated Challenges and Risks

The ITIL® Intermediate Certificate in Planning, Protection and Optimisation forms part of the Capability series of Intermediate certification modules, which can be taken as stand-alone qualifications or with a view to amassing sufficient credits to gain the ITIL® Service Management Expert qualification. It will be of interest to candidates who wish to gain a deep level of understanding of the Planning, Protection and Optimisation processes and roles across the Service Lifecycle. This course will enable delegates with a Foundation-level knowledge of IT Service Management to apply good practice across the Service Management lifecycle in processes pertaining to the capability of Planning, Protection and Optimisation.

The course is interactive, combining presentation sessions and group exercises, with plenty of opportunity for questions and discussion. On completion of the course and the required personal study, delegates will be able to sit the ITIL® Intermediate examination in Planning, Protection and Optimisation worth 4 credits.

## Topics covered in the course include:

1. Planning, Protection and Optimisation in the Context of the Service Lifecycle:
  - Service Management as a Practice
  - What is Service?
  - Service Management and Business Value
  - Processes in the Service Lifecycle
2. Capacity Management:
  - Purpose, Goal, Objectives and Scope
  - Policies, Principles and Basic Concepts
  - Activities, Methods and Techniques
  - Triggers, Inputs and Outputs, and Interfaces
  - Key Metrics
3. Availability Management:
  - Purpose, Goal, Objectives and Scope
  - Policies, Principles and Basic Concepts
  - Activities, Methods and Techniques
  - Triggers, Inputs and Outputs, and Interfaces
  - Key Metrics
4. IT Service Continuity Management:
  - Purpose, Goal, Objectives and Scope
  - Policies, Principles and Basic Concepts
  - Activities, Methods and Techniques
  - Triggers, Inputs and Outputs, and Interfaces
  - Key Metrics
5. Information Security Management:
  - Purpose, Goal, Objectives and Scope
  - Policies, Principles and Basic Concepts
  - Activities, Methods and Techniques
  - Triggers, Inputs and Outputs, and Interfaces
  - Key Metrics
6. Demand Management:
  - Purpose, Goal and Objectives
  - Activities, Methods and Techniques
7. Risk Management:
  - Challenges
  - Critical Success Factors
  - Risks
8. Planning, Protection and Optimisation Roles and Responsibilities
9. Technology and Implementation Considerations:
  - Technology and Tooling
  - Evaluation Criteria
10. Common Service Activities
11. Continual Service Improvements



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### Target participants

This course is aimed at individuals who have attained the ITIL® Foundation certificate in Service Management and who wish to advance to higher level ITIL® certifications. It will benefit delegates who require a deep understanding of ITIL® Planning, Protection and Optimisation processes and how they may be used to enhance the quality of IT service support within an organization.

Individuals who may find this course of interest include IT professionals that are working within an organization that has adopted and adapted ITIL® and who need to be informed about and thereafter contribute to an ongoing service improvement programme, as well as operational staff involved in Capacity Management, Availability Management, ITSCM, Information Security Management, Demand Management and Risk Management, and who wish to enhance their role-based capabilities.

### Before attending this course

Our examination provider, ISEB, requires that you bring with you to the course your ITIL® Foundation certificate number. It is imperative that you do so, as you will not be eligible to take the exam at the end of the course if you do not produce your certificate number. If you took your ITIL® Foundation exam with ISEB and cannot locate your certificate or number, you can call them on 01793 417419 to obtain your number. If you took your ITIL® Foundation exam with another examining body (e.g. EXIN), then please scan and email a copy of the certificate to your training booker.

### Pre-work

Delegates are required to undertake preliminary study using FGI's electronic pre-course documents.

From our experience, delegates who complete all of the pre-course reading are statistically more likely to be successful in the examination and are able to interact more effectively with the course trainer. We recommend you spend approximately 12 hours completing this.

Further self-study is also expected during the evenings of each day of the course.

ITIL® is a registered trade mark of the Cabinet Office

**Course Cost - £1299.00**

### Further details

For further information (including dates and various UK locations) and how to register please call **01895 256 484** or email

[info@unicom.co.uk](mailto:info@unicom.co.uk) .