

ITIL® Service Capability - Planning, Protection & Optimisation

Duration: 5 days

Overview:

This 5 day course delves into the practical aspects of the ITIL® Service Lifecycle and processes relating to the Planning, Protection & Optimisation of IT Services. The requirements, activities, methods and approaches for implementing and managing these processes will be covered in a practical, hands-on learning environment through the use of our quality course material and an engaging scenario-based case study.

Target Audience:

This course is intended for individuals and IT professionals who require a deeper understanding of the ITIL® Planning, Protection & Optimization processes and how they may be used to enhance the overall quality of IT Service support and delivery. It is also suitable for operational staff who wish to enhance their role-based capabilities.

Pre-requisites:

A pass in the ITIL® Foundation exam or the ITIL® Bridging exam from either EXIN, ISEB or APMG. Proof will need to be provided before attending the course. We recommend that course participants are familiar with the 5 ITIL® Core Publications prior to attending the course. In particular, the process chapters from the Service Operation Book and some familiarity with the Continual Service Improvement Book would be an advantage. We estimate approximately 10 hours of personal study will be required. The ITIL® Books are not included with this course.

Key Topics:

- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management