



ITIL® Planning, Protection, and Optimization Capability

Course Overview

This 5 days course immerses participants in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning Protection and Optimization of services. The main focus of this course is on the operational-level 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 throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the participants to successfully complete the associated exam.

Course Duration	CPE	Delivery Format
5 days	40	Virtual Classroom Group Training

What You'll Learn

At the end of this course, you will be able to:

- Comprehend the importance of Service Management as a practice.
- Comprehend the importance of the principles, purpose, and objectives of Service Operation in relation to PPO.
- Understand the importance of PPO while providing Services.
- Recognize how all processes in PPO interact with other Service Lifecycle processes.
- Learn the processes, activities, methods, and functions used in each of the PPO processes.
- Learn how to use the PPO processes, activities, and functions to achieve operational excellence.
- Comprehend how to measure PPO.
- Explain the importance of IT security and its contributions to PPO.
- Recognize the technology and implementation considerations surrounding PPO.
- Outline the challenges, Critical Success Factors (CSFs), and Risks associated with PPO

Who Needs To Attend

Capacity Manager, Availability Manager, Change Manager, Security Administrator, Applications Support, IT Operations Manager, Network Control and Operation, Network Support, Business Continuity Manager, Security Manager, Service Portfolio Manager, Supplier Relationship Manager