

# ITIL: Planning, Protection & Optimization (PPO) – (Revision 1.6)

## Course Overview

This hands-on course leads to a Certificate in ITIL Service Capability Management - Planning, Protection and Optimization. The series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Planning, Protection and Optimization subject areas include Availability Management, Capacity Management, IT Service Continuity Management, Demand Management, Risk Management, and Information Security Management.

## Course Outline

<b><u>Course Introduction</u></b>	<b>3m</b>
Course Introduction	
<b><u>Chapter 01 - Course Introduction</u></b>	<b>13m</b>
<b>Lesson: Course Organization</b>	
Welcome to the Course!	
Mentoring Community Introductions	
Why Are You Here?	
Using Bloom's Taxonomy	
What do you Expect?	
Housekeeping Online	
<b>Lesson: Course Conventions &amp; Agenda</b>	
Conventions Used	
Quizzes & Exercises	
ITIL Qualification Scheme	
ITIL Intermediate Exams	
Getting Started with an Online Class	
Chapter 01 Review	
<b><u>Chapter 02 - Planning, Protection &amp; Optimization</u></b>	<b>54m</b>
<b>Lesson: Introduction to Planning, Protection &amp; Optimization</b>	
The Service Lifecycle	
Managing Across the Lifecycle	
Purpose, Goals & Objectives of Service Design	
Scope of Service Design	
Value of Service Design	
Planning, Protection & Optimization	
The Context of Service Design	
Conceptual Framework	
Principles & Processes	
<b>Lesson: Principles</b>	
Principles of Service Design	
Designing Service Solutions	
Planning	

Design Coordination Overview  
Service Design Package  
Requirements  
Management Systems  
Design Architecture & Support Technology  
Design Support Processes  
Design Measurement Systems  
Metrics Tree  
Protection  
Continuity  
Security  
Optimization  
Performance Tuning  
Operational Process Support  
Challenges & Risks  
Challenges  
Risks  
Service Design Critical Success Factors  
PPO Processes Across the Lifecycle  
PPO Processes  
**Lesson: PPO Summary**  
PPO Summary  
Checkpoint  
Chapter 02 Review

### **Chapter 03 - PPO Processes**

**3h 21m**

#### **Lesson: Availability Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Availability Focus  
Activities  
Reactive Activities  
Monitoring  
Measurement  
Analysis  
Expanded Incident Lifecycle  
Availability Formulas  
Service Failure Analysis (SFA)  
SFA Structure  
Reporting  
Proactive Activities  
Determine Availability Requirements  
Availability Design Concepts  
Design for Availability  
Failure Analysis  
SPoF Techniques  
Fault Tree Analysis  
Modeling

Risk Analysis & Management  
Triggers, Inputs & Outputs  
Relationships  
Information  
Critical Success Factors  
Challenges & Risks  
Availability Management Summary

**Lesson: Capacity Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities  
Sub-Process Areas  
Underpinning Activities  
Tuning & Optimization  
Performance Tuning  
Threshold Management & Control  
Demand Management  
Modeling & Trending  
Application Sizing  
Triggers, Inputs & Outputs  
Relationships  
Information  
Critical Success Factors  
Challenges & Risks  
Capacity Management Summary

**Lesson: IT Service Continuity Management**

Introduction  
Purpose, Goals & Objectives  
Scope  
Value to the Business  
Concepts  
Activities  
Initiation  
Requirements & Strategy  
Business Impact Analysis  
Risk Analysis  
Strategy  
Implementation  
Organizational & Implementation Planning  
Testing  
Invocation  
On-going Operation  
Triggers, Inputs & Outputs  
Relationships  
Information  
CSFs  
Challenges & Risks

IT Service Continuity Summary

**Lesson: Information Security Management**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Security Management Framework

Activities

Information Security Process

Establish Information Security Policy

Enforce Security Policy

Assess & Classify Information Assets

Security Controls & Risk Assessment

Monitor & Manage Security Breach

Analyze, Report & Reduce Impact

Conduct Security Reviews & Audits

Triggers, Inputs & Outputs

Relationships

Information

CSFs

Challenges & Risks

Information Security Management Summary

**Lesson: Demand Management**

Introduction

Purpose, Goals & Objectives

Scope

Value to the Business

Concepts

Activity-Based Demand Management

Business Activity Patterns

Patterns of Business Activity

User Profile

Matching UP to PBA

Demand Modeling

Managing Demand

Service Packages

Triggers, Inputs & Outputs

Relationships

Information

Critical Success Factors

Challenges & Risks

Summary

**Lesson: PPO Processes Summary**

PPO Processes Summary

Checkpoint

Chapter 03 Review

**Chapter 04 - Organize & Implement**

**Lesson: Organize for PPO**

**1h 4m**

Who Does What to Whom?

The RACI Model

Functional Roles Analysis

Activity Analysis

Roles & Responsibilities

Service Owner

Process Owner

Process Manager

Process Practitioner

Availability Management

Capacity Management

IT Service Continuity Management

Security Management

Demand Management

**Lesson: Technology Considerations**

Technology Considerations

Service Management Tools

Technology-Related Areas

Requirements Engineering

Requirement Types

Functional Requirements

Management & Operational Requirements

Usability

Investigation Techniques

Issues

Documenting Requirements

Requirements Catalog

Outsourcing Requirements

Data & Information Management

Key Factors in Data Management

Scope of Data Management

Activities of Data Management

Application Management

Application & Service Portfolios

Application Frameworks

Design of Applications

Design Patterns

Other Concepts

**Lesson: Implementing PPO**

Implementation Considerations

Implementation Steps

Establish High-Level Objectives

Assess Current Capabilities

Determine Measureable Targets

Implement Process Improvement

Implement Measurement Framework

Review & Improve

Challenges, Risks & CSFs

Challenges

Risks

CSFs

**Lesson: Organization & Implement Summary**

Organizing & Implement Summary

Checkpoint

Chapter 04 Review

Course Closure

**Total Duration: 5hrs 34m**