

ITIL® 2011 Edition Courses

ITIL® 2011 Edition Planning, Prioritization & Optimization (PPO)

Contents

- ❖ Introduction to Planning, Prioritization & Optimization
- ❖ Capacity Management
- ❖ Availability Management
- ❖ IT Service Continuity Management (ITSCM)
- ❖ Information Security Management (ISM)
- ❖ Demand Management
- ❖ PPO Roles & Responsibilities
- ❖ Technology & Implementation Considerations
- ❖ Summation & Review

What You'll Learn

- Aligning ITSM with business needs
- Key concepts of the processes involved
- PPO context within the Lifecycle
- How PPO is supported by:
 - Capacity Management
 - Availability Management
 - ITSCM
 - ISM
 - Demand Management

Types of Classes offered:

- At your Site Training/Provide a Site Training
- Virtual Courses
- Customized Courses

This course provides a comprehensive coverage on intermediate level concepts and principles of the ITIL® framework, as well as preparing you for the associated ITIL® Planning, Prioritization & Optimization (PPO) Intermediate exam.

Audience

Those individuals or groups who are involved or require a deeper understanding of: PPO; supplying quality IT services; the processes involved, and their improvements

Prerequisite

ITIL® 2011 Edition (V3) Foundation Certification; Basic IT competence with up to 2 years of experience; 21 self-study hours of the Planning, Prioritization & Optimization (PPO) Syllabus and its Core Book references



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ITIL® 2011 Edition Courses

ITIL® 2011 Edition Planning, Prioritization & Optimization (PPO)

The Planning, Prioritization & Optimization (PPO) course provides the intermediate concepts, principles, objectives, roles and responsibilities of the ITIL® 2011 Edition

ITIL® 2011 Edition Courses offered:

- Foundation
- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- SOA (Service Offerings & Agreements)
- RCV (Release, Control & Validation)
- PPO (Planning, Prioritization & Optimization)
- OSA (Operational Support Analysis)
- MALC (Managing Across the Lifecycle Certificate)

Introduction to Planning, Prioritization & Optimization (PPO)

Refresh of ITIL® 2011 Edition
Review of Service Improvement
Purpose/Objectives of PPO
PPO & Service Design
Design Coordination within PPO

Capacity Management

Availability Management

IT Service Continuity Management

Information Security Management

Demand Management

Management

Demand Management

Each Process will discuss the following:

Purpose/Objectives
Scope
Value to Business
Policies/Principles & Basic Concepts
Process Activities
Methods & Techniques
Information Management
CSFs/KPIs
Challenges & Risks
Inputs/Outputs

Additionally:

ITSCM & Business Value
Invocation of ITSCM

RCV Roles & Responsibilities

Generic Roles

Capacity Management

Availability Management

ITSCM

ISM

Demand Management

Technology & Implementation

Considerations

Technology for Service Design

Evaluation Criteria

Plan & Implement

Technologies

Challenges

CSFs/KPIs

Risks

Summation & Review