

Detailed Content of the ITIL® Planning, Protection and Optimization (PPO) course

The course will cover the following topics:

Introduction

- Introduction to ITIL Planning, Protection and Optimization course
- Introduction to IT Service Management
- Introduction to Planning, Protection and Optimization phase

Service capacity management

- Introduction to service capacity management
- Processes of service capacity management
- Initiators, input and output of service capacity management
- Risks and challenges of service capacity management

Service availability management

- Introduction to service availability management
- Processes of service availability management
- Initiators, input and output of service availability management
- Risks and challenges of service availability management

IT service continuity management

- Introduction to IT service continuity management
- Processes of IT service continuity management
- Initiators, input and output of IT service continuity management
- Risks and challenges of IT service continuity management

Information security management

- Introduction to information security management
- Processes of information security management
- Initiators, Input and Output of information security management
- Risks and challenges of information security management

Request management

- Introduction to request management
- Processes of request management
- Initiators, input and output of request management
- Risks and challenges of request management

Roles and responsibilities

Technologies

Executions

Exam preparation

- Rules, information and best practice to pass the exam
- Mock exam (2 mock exams are provided, of which one is in English)



Exam

- Execution of the ITIL Planning, Protection and Optimization exam

For further information on this course, please visit our site by clicking on the following link:

<http://www.innovativelearning.it/index.php/en/it-service-management-en/itil-2/itilintermediatemenu-en/itil-service-capability-en/planning-protection-and-optimization-menuitem-it>