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What is ITIL® Intermediate Training - Planning, Protection & Optimisation training?

The ITIL® Intermediate Planning, Protection and Optimisation training course is part of the ITIL Service Capability stream, and is designed for delegates that wish to attain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.

ITIL® Intermediate Course Planning, Protection and Optimisation Exam

The Planning, Protection and Optimisation exam is a 90 minute closed book exam consisting of eight multiple choice, scenario based questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which achieves no marks.

Who is ITIL® Intermediate Training - Planning, Protection & Optimisation training intended for?

Before attending this course you must hold a valid ITIL Foundation Certificate.

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Course Objectives

Upon completion of this ITIL® Intermediate Planning, Protection & Optimisation course you will have a comprehensive understanding of:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection and Optimisation

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- Capacity management as a capability to realise successful service design
- Availability management as a capability to realise successful service design
- IT Service Continuity Management as a capability to support overall Business Continuity Management
- Information security management as part of the overall corporate governance framework
- Planning, Protection and Optimisation roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

Modules

- Introduction to Planning, Protection and Optimization
- Capacity Management
- Availability Management
- IT Service Continuity Management (ITSCM)
- Information Security Management
- Demand Management
- Challenges, Critical Success Factors and Risks
- Planning, Protection and Optimisation Roles and Responsibilities
- Technology and Implementation Considerations

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