

ITIL v.3 - Planning, Protection, and Optimization

Part 01

Course Introduction

Course Introduction

5m

Chapter 01 - Capability Certification Course

Course Introduction

Course Organization

Agenda - Overview

Courseware Usage

Courseware Conventions

ITIL Capability Exam

ITIL Qualification Scheme

Getting Started

Free Stuff

Course Introduction Review

8m

Chapter 02 - ITIL Concepts

ITIL Concepts

You say ITIL, I say ...

Origins of ITIL

ITSM - A Real World of Experience

Process Oriented ITIL

Lifecycle Oriented ITIL

The History of ITIL

Why Refresh?

Need-to-Know ITSM Concepts

Good Practice

IT Service Management

Service

Service Model

Framing Service Value

Function – Process - Role

What is a Process?

Process Characteristics

IT Governance & Service Lifecycle

The Service Lifecycle – Value to the Business

ITIL Concepts Review

36m

Part 02

Chapter 03 - Planning, Protection & Optimization

Planning, Protection & Optimization Introduction

Planning, Protection & Optimization

The Service Lifecycle

Managing Across the Lifecycle

The Context of PPO

Principles & Processes

Scope

Value

54m

Conceptual Framework
Planning
PPO & Service Design
Principles
Service Solution Design
Architecture & Technology Design
Process Design
Measurement Design
Service Design Package
Protection
Continuity
Security
Optimization
Performance Tuning
Operational Process Support
Challenges & Risks
Challenges
Risks
PPO Processes Across the Lifecycle
PPO Processes
Planning, Protection & Optimization Review

Part 03

Chapter 04 - Capacity Management

51m

Capacity Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
Activities
Sub-Process Areas
Underpinning Activities
Tuning & Optimization
Performance Tuning
Threshold Management & Control
Demand Management
Modeling & Trending
Application Sizing
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
Capacity Management Review

Chapter 05 - Availability Management

1h 16m

Availability Management
Introduction
Objective

Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
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
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
Availability Management Review

Chapter 06 - IT Service Continuity Management

38m

IT Service Continuity Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
Activities
Initiation
Requirements & Strategy
Business Impact Analysis
Risk Analysis
Strategy
Implementation
Organizational & Implementation Planning
Testing
Invocation
On-going Operation
Relationships
Information
Metrics & Measures

Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
IT Service Continuity Management Review

Part 04

Chapter 07 - Information Security Management

39m

Information Security Management
Introduction
Objective
Scope
Value to the Business
Concepts
Triggers, Inputs & Outputs
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
Relationships
Information
Metrics & Measures
Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
Information Security Management Review

Chapter 08 - Demand Management

39m

Demand Management
Introduction
Objective
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
Relationships
Information
Metrics & Measures

Challenges, CSFs & Risks
Challenges
CSFs
Risks
Summary
Demand Management Review

Part 05

Chapter 09 - Service Design Technology-Related Activities

38m

Service Design Technology-Related Activities
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
Service Design Technology-Related Activities Review

Chapter 10 - Organizing for Service Design

24m

Organizing for Service Design
Who Does What to Whom?
The RACI Model
Functional Roles Analysis
Activity Analysis
Roles & Responsibilities
Process Owner
Service Design Manager
IT Planner
IT Designer/Architect
Service Catalog Manager
Service Level Manager
Availability Manager
Continuity Manager
Capacity Manager
Security Manager
Supplier Manager
Organizing for Service Design Review

Chapter 11 - PPO Technology & Implementation

17m

PPO Technology & Implementation
Technology & Implementation Considerations
Technology Considerations
Technology Implementation
Planning & Implementing Technology
Designing Technology Architectures
Implementation Considerations
Challenges, CSFs & Risks
Challenges
CSFs
Risks
PPO Technology & Implementation Review

Course Closure

Total Duration: 7 hrs 4 min