

# ITIL: Planning, Protection & Optimization

## **Course Introduction**

3m

Course Introduction

## **Chapter 01 - Course Introduction**

13m

### **Lesson: Course Organization**

Welcome to the Course!

Mentoring Community Introductions

Why Are You Here?

Using Bloom's Taxonomy

What do you Expect?

Housekeeping Online

### **Lesson: Course Conventions & Agenda**

Conventions Used

Quizzes & Exercises

ITIL Qualification Scheme

ITIL Intermediate Exams

Getting Started with an Online Class

Chapter 01 Review

## **Chapter 02 - Planning, Protection & Optimization**

54m

### **Lesson: Introduction to Planning, Protection & Optimization**

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

### **Lesson: Principles**

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**

1h 4m

**Lesson: Organize for PPO**

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**