

## **ITSM/ITIL V3 Service Capability: Planning, Protection & Optimization (PPO)**

### **Course Summary**

#### **Description**

This course leads to a Certificate in ITIL V3 Service Capability Management - Planning, Protection and Optimization. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use.

#### **Topics**

- Availability Management
- Capacity Management
- IT Service Continuity Management
- Demand Management
- Risk Management
- Information Security Management

#### **Audience**

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is the process activities, execution and use throughout the Service Lifecycle.

#### **Prerequisites**

Students should have an ITIL V3 Foundation Certificate in IT Service Management along with IT or ITSM operational experience.

#### **Duration**

Five days