

HP Education Services Course Description

ITIL® V3 Planning, Protection & Optimization (HF430)



This 5-day course explains the terminology, process structure, roles, functions and activities within the Service Strategy and Design phases of the ITSM Lifecycle, based on ITIL® v3. The course is part of the Capability stream, which offers participants a balanced knowledge of ITIL® best practices used daily. The primary focus is on process activities, execution and use throughout the Service Lifecycle.

Audience

- IT professionals who require a deep understanding of Planning, Protection & Optimization processes and how they may be used to enhance the quality of IT service support within an organization
- IT professionals working with an organization that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement program
- Operational staff involved in the activities of the following processes: Capacity, Availability, IT Service Continuity, Information Security, Demand and Risk Management, who wish to enhance their role-based capabilities
- Individuals seeking the ITIL Expert in ITSM for which this qualification is one of the prerequisite modules

Prerequisites

- Hold one or more of the following certificates: ITIL® V3 Foundation in ITSM or ITIL® V2 Foundation plus V3 Foundation Bridge Certificate
- Demonstrate 2 to 4 years of professional experience in the ITSM market place (highly desirable)
- It is assumed that participants will have read, in particular, the Service Design publication

- Candidates should be aware that at least 12 hours of personal study are required

Course Objective

Upon successful completion of this course participants will understand:

- The importance of the concept of Service Management as a Practice
- The activities, methods and functions used in each ITIL® Planning, Protection & Optimization process as well as the process roles and responsibilities
- Capacity and Availability Management as a capability to realize 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
- Technology and Implementation Considerations, as well as the Challenges, Critical Success Factors and Risks surrounding ITIL® Planning, Protection & Optimization

Participants will also gain the knowledge necessary to prepare for the "ITIL® Planning, Protection & Optimization" examination from EXIN, ISEB or APM Group. This certificate is worth 4 credits in the ITIL Version 3 Qualification Scheme.

Benefits to You

- Gain a deep understanding of the Planning, Protection & Optimization processes and how to improve them in your organization
- Move towards a more tactical way of delivering IT Services
- Understand the different ways in which process activities can be organized
- Understand how the Planning, Protection & Optimization processes can contribute to improved service design

Why education services from HP?

- Customized on-site delivery
- More than 80 training locations worldwide
- Comprehensive student materials
- Experienced and best-in-the-field HP instructors
- Hands-on practice
- Online instructor-led and self-paced training at <http://www.hp.com/learn>
- Focus on job-specific skills
- State-of-the-art classroom facilities

Course Title: ITIL® V3 Planning, Protection & Optimization

HP Product Number: HF430

Category/Subcategory: ITIL/ITSM

Course Length: 5 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form

Next Steps: Other modular courses covering the ITSM Lifecycle stream or Capability stream and the capstone course "Managing Across the Lifecycle", leading to the ITIL Expert Qualification

Service Management as a Practice

Service Design Processes (purpose, goals, objectives, scope, business value, policies, principles, concepts, activities, methods, techniques, triggers, inputs, outputs, interfaces and metrics)

- Capacity Management
- Availability Management
- IT Service Continuity Management (ITSCM)
- Information Security Management

Service Strategy Process (concepts, activities, interfaces, methods and techniques):

- Demand Management

Challenges, Critical Success Factors and Risks related to each process, plus those associated with the overall Service Design phase

Planning, Protection & Optimization roles and responsibilities

- Recognize the key roles / functions responsible for executing each process step as related to Capacity, Availability, ITSCM and Information Security Management processes

Technology and Implementation considerations and how they contribute to Planning, Protection & Optimization of IT Service

- Generic requirements, evaluation criteria and good practices for technology
- Challenges, Critical Success Factors and Risks related to implementing practices and processes
- How to plan and implement Service Management technologies

© © Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>

