

HP Education Services Course Description

ITIL Practitioner Plan and Improve (HF536)



Practical techniques in implementing the ITIL disciplines to support the Plan and Improve phase of the IT service lifecycle, enabling you to develop, implement and manage IPPI processes in your own organizations. Be able to translate your capacity, availability and continuity requirements into business-cases for the procurement and implementation of any specific equipment or services, propose an IT infrastructure design, and determine whether the characteristics of IT components or service contracts conform to an organization's requirements. This 5 day course is 40% theory and 60% hands-on.

Audience

- IT staff responsible for the planning and improvement of IT services, especially those who will participate in managing, organizing and optimizing the Plan and Improve processes in an IT Service organisation which has implemented, or started to implement, ITIL based Capacity, Availability and IT Service Continuity Management processes
- IT staff requiring training in order to perform in a Capacity, Availability or IT Service Continuity role and who require a formal qualification
- Service managers who want to develop their practical knowledge about the Capacity, Availability and IT Service Continuity Management processes as described by ITIL (IT Infrastructure Library)
- Business analysts and other ITIL process managers with interest in the Capacity, Availability and IT Service Continuity Management processes

- It is advisable that the candidate has a minimum of one year's general IT experience and at least one year's experience with the ITIL processes of Capacity, Availability or IT Service Continuity Management, either as a practitioner, supervisor or manager
- ISEB/EXIN ITIL Foundation Certificate for IT Service Management
- Before taking the Practitioner examination the candidate must have attended accredited training and successfully completed the three required practical assignments

Course Objective

Upon completion of this course participants will be able to understand best practices in managing, organizing and optimizing the processes of Capacity, Availability and IT Service Continuity Management and be able to relate how these processes contribute to the quality of IT services

Prerequisites

Benefits to You

- Calculate the availability of a given IT service
- Be able to analyze capacity related data and act appropriately to identify and prevent capacity and performance related incidents/problems within your organizations
- Be able to prepare and distribute capacity plans and reports within your organizations
- Specify, carry out and check what needs to be done during maintenance periods
- Be able to make proposals for minimising service outages
- Plan for appropriate recovery from service outages
- Able to make reports to general management, Service Level Management and customers of the IT organization
- Develop sufficient knowledge for the IPPI exam

Why education services from HP?

- Experienced and best-in-the-field HP instructors
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Course Title: ITIL Practitioner Plan and Improve

HP Product Number: HF536

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: ITIL Manager in IT Service Management courses: IT Service Support + IT Service Delivery and ITIL Service Manager one day Exam preparation

Detailed Course Outline

Introduction

Training objectives

Brief refresher on ITSM

Capacity Management

Definition of Capacity Management

Scope

Objectives

Capacity Management Sub Processes

- Business Capacity Management
- Service Capacity Management
- Resource Capacity Management

Capacity Management Activities

- Performance Management
- The Capacity Database
- Demand Management
- Application Sizing
- Modelling
- The Capacity Plan

Availability Management

Definition of Availability Management

Objectives

Scope

Core Elements of Availability Management

- Availability
- Reliability
- Maintainability
- Security
- Serviceability

The Availability Management Process

Availability Management Activities

Availability Planning

Translating Business Requirements into Availability Requirements

Designing for Availability

Designing for Recovery

Security

Managing Planned Downtime

Improving Availability

Measurement and Reporting

Availability Management Tools, Methods and Techniques

- CFIA
- FTA
- CRAMM
- Service Outage Analysis
- Technical Observation Post
- The Expanded Incident Lifecycle
- Continuous Improvement

IT Service Continuity Management

Mission

Objectives

Scope

The Process

Stage One: Initiation

- Initiating Business Continuity Management

Stage Two: Requirements and Strategy

- Business Impact Analysis
- Risk Assessment
- Business Continuity Strategy

Stage Three: Implementation

- Organisation and Implementation Planning
- Implementing Standby Arrangements
- Developing Recovery Plans
- Implementing Risk Reduction Measures
- Developing Procedures
- Initial Testing

Stage Four: Operational Management

- Education and Awareness
- Review and Audit
- Testing
- Change Management
- Training
- Assurance

Plan and Improve relationships with other processes

Benefits Costs and Problems associated with IPPI processes

Planning to Implement the IPPI processes

Process review

Course program

- Theory
- Exercises and presentations
- Exam preparation

Exam Information

- The exam, offered by EXIN, is a two hour multiple-choice paper based on a case study (provided during the exam). It consists of 40 questions and candidates need to achieve 60% or more (24 or more) to pass. It is a closed book exam. In addition candidates must complete, and pass, three in-course assignments.
- ISEB does not offer this exam

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