

## ITIL® Intermediate Training - Planning, Protection & Optimisation

The ITIL® Intermediate Planning, Protection and Optimisation training course is part of the ITIL Service Capability stream, and is designed for delegates that wish to attain a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact.

### Objective

Upon completion of this ITIL® Intermediate Planning, Protection & Optimisation course you will have a comprehensive understanding of:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection and Optimisation
- Capacity management as a capability to realise successful service design
- Availability management as a capability to realise 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
- Planning, Protection and Optimisation roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks

### Details

**Duration:** 5 Days

### Course PreRequisites

Before attending this course you must hold a valid [ITIL Foundation Certificate](#).

## Course Content

### Modules

- Introduction to Planning, Protection and Optimization
- Capacity Management
- Availability Management
- IT Service Continuity Management (ITSCM)
- Information Security Management
- Demand Management
- Challenges, Critical Success Factors and Risks
- Planning, Protection and Optimisation Roles and Responsibilities
- Technology and Implementation Considerations

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