

# ITIL® Planning, Protection and Optimization

## Quick Facts:

<b>Certificate:</b> ITIL Planning, Protection, and Optimization	<b>Credits:</b> 4 Credits (Towards ITIL Expert)
<b>Duration:</b> 30 Hours	<b>PMI® PDUs:</b> 30
<b>Course Delivery:</b> eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam	<b>Accredited By:</b> CSME and Loyalist Certification Services
<b>Language:</b> English	<b>Prerequisites:</b> ITIL Foundation IT Service Management Certificate

## About This Course:

The ITIL Intermediate Planning, Protection, and Optimization Course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning, Protection and Optimization of services and service delivery. The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Intermediate Level Planning, Protection and Optimization Certificate.

The Planning, Protection, and Optimization Course covers the following ITIL Processes:

- Demand Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Planning & Implementation

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Plan key activities for the Planning, Protection and Optimization processes in the context of the Service Lifecycle
- Attain operational excellence by using the Planning, Protection and Optimization processes, activities and functions
- Measure the success of Planning, Protection and Optimization by applying key metrics
- Utilize capacity and availability management to realize successful Service Design
- Ensure that services are fit-for-purpose and fit-for-use
- Identifying and mitigating risks
- Apply Continual Service Improvement

# ITIL® Release, Control and Validation

## Quick Facts:

**Certificate:** ITIL Release, Control and Validation**Credits:** 4 Credits (Towards ITIL Expert)**Duration:** 30 Hours**PMI® PDUs:** 30**Course Delivery:** eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam**Accredited By:** CSME and Loyalist Certification Services**Language:** English**Prerequisites:** ITIL Foundation IT Service Management Certificate

## About This Course:

This online learning course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Release, Control and Validation. The main focus of this course is on the RCV process activities, supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Intermediate Release, Control and Validation Certificate .

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective
- Knowing the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Release, Control and Validation processes
- The application of Release, Control and Validation processes, activities and functions to achieve operational excellence
- How to measure Release, Control and Validation performance
- The challenges, critical success factors and risks related with Release, Control and Validation
- An in-depth understanding of Change Management, Service Validation and testing, Service Asset and Configuration Management, Knowledge Management, Evaluation, Release and Deployment, Request Fulfilment processes
- The roles and responsibilities within these processes and the activities for supporting the Service Management Lifecycle
- Technology and implementation considerations surrounding Release, Control and Validation
- Challenges, critical success factors and risks associated with each module



# ITIL® Service Offerings and Agreements

## Quick Facts:

**Certificate:** ITIL Service Offerings and Agreements

**Duration:** 30 Hours

**Course Delivery:** eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

**Language:** English

**Credits:** 4 Credits (Towards ITIL Expert)

**PMI® PDUs:** 30

**Accredited By:** CSME and Loyalist Certification Services

**Prerequisites:** ITIL Foundation IT Service Management Certificate

## About This Course:

This online learning course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with Service Offerings and Agreements. The main focus of this course is on the SOA process activities, supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Intermediate Service Offerings and Agreements Certificate .

The Service Offerings and Agreements Course covers the following ITIL processes:

- Service Portfolio Management
- Service Catalog Management
- Service Level Management
- Demand Management
- Supplier Management
- Financial Management for IT Services
- Business Relationship Management

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Offerings and Agreements processes
- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements
- Understanding technology and implementation requirements in support of Service Offerings and Agreements

# ITIL® Operational Support and Analysis

## Quick Facts:

**Certificate:** ITIL Operational Support and Analysis

**Credits:** 4 Credits (Towards ITIL Expert)

**Duration:** 30 Hours

**PMI® PDUs:** 30

**Course Delivery:** eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

**Accredited By:** CSME and Loyalist Certification Services

**Language:** English

**Prerequisites:** ITIL Foundation IT Service Management Certificate

## About This Course:

This intensive interactive course immerses learners in the practical aspects of the ITIL® Service Lifecycle and processes associated with the Operational Support and Analysis of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This training is intended to enable the holders of the certificate to apply the practices in resolution and support of the Service Management Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Intermediate Level Certificate Operational Support and Analysis.

The program combines short presentations supported by accredited trainer audio. There are exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions, study book, and a mock examination help to prepare for the multiple-choice AXELOS examination.

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice, Service Operation principles, purpose and objective.
- Knowing the important role of Operational Support and Analysis in service provision and an understanding of how the in-scope processes interact with other Service Lifecycle processes.
- The activities, methods and functions used in each of the Operational Support and Analysis processes.
- The application of Operational Support and Analysis processes, activities and functions to achieve operational excellence.
- How to measure Operational Support and Analysis performance.
- The importance of IT Security and how it supports Operational Support and Analysis.
- Understanding technology and implementation requirements in support of Operational Support and Analysis.
- The challenges, critical success factors and risks related with Operational Support and Analysis.



# ITIL® Managing Across the Lifecycle

## Quick Facts:

**Certificate:** ITIL Managing Across the Lifecycle

**Duration:** 30 Hours

**Course Delivery:** eLearning, Quiz Questions, Exercises and Marking Guides, Sample Exam

**Language:** English

**Credits:** 5 Credits (Towards ITIL Expert)

**PMI® PDUs:** 30

**Accredited By:** CSME and Loyalist Certification Services

**Prerequisites:** A minimum of 17 Credits with documentary evidence of all credits

## About This Course:

This online learning course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Managing Across the Lifecycle. The main focus of this course is on the MALC process activities and supporting methods and approaches to executing these processes in a practical, hands-on eLearning environment.

This training is intended to enable the student to apply the practices in Managing Across the Lifecycle. This course uses an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the AXELOS® Managing Across the Lifecycle Certificate.

## You Will Learn How To:

- Prepare for and take the ITIL MALC Qualification: Managing Across the Lifecycle Certification Exam
- Identify key business and management issues in IT Service Management
- Manage the planning and implementation of IT Service Management
- Implement Strategic Change Management and Risk Management
- Handle organizational challenges and assess services

## Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- Managing services across the service lifecycle
- Governance and organization
- Measurement
- Implementing and improving service management capability.