



Plan and Improve (IPPI)

This five day accredited certification course demystifies the Availability, Capacity and IT Service Continuity Management processes. The goal of the course is to provide knowledge on managing, organizing and optimizing the delivery of IT services to match current and future business requirements. This course includes the exam leading to the Practitioner Certificate in IT Service Management, Release and Control. All students receive a course manual

Objectives

- ✦ Support Service Level Agreements by ensuring sufficient IT Service availability and performance
- ✦ Understand and execute techniques for measuring and improving service availability
- ✦ Create an Availability Plan of recommended improvements View and manage capacity from a business, service and component perspective
- ✦ Create and managing a Capacity Plan for future investments
- ✦ Build, manage and execute a plan to continue IT Services in the event of a business interruption
- ✦ Take and pass the ITIL® Practitioner Plan and Improve (IPPI) certification exam

Duration

5 days

Prerequisites

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

Who Should Attend

- ✦ IT professionals responsible for Service Level and / or Financial Management, including IT Service Managers, Service Level Managers and Financial Managers.
- ✦ Manager of the Service Desk function - Incident coordinator Problem coordinator
- ✦ Internal and External IT Suppliers
- ✦ Senior technical and operational staff IT professionals and Consultants working in the area of IT Service Support and/or IT operations IT working in the area of IT service delivery and/or IT operations
- ✦ Employees and Managers responsible for executing and managing the tasks for the specific ITIL® processes

Benefits

- ✦ 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 minimizing 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

Course Syllabus

Capacity Management

Main deliverables of capacity management

- # Capacity plan
- # Capacity database
- # Customer service level requirements recommendations
- # Improvement recommendations and suggestions
- # Performance monitoring and reporting
- # Budget input Process and sub-processes activities
- # Roles and responsibilities Relationship with the other ITIL processes Techniques for establishing capacity requirements and performance
- # Modeling, application sizing, etc. Techniques managing and maintaining effective and efficient performance
- # Demand management
- # Workload management
- # Performance management
- # Resource management
- # Tuning and balancing

Availability Management

Main deliverables of availability management

- # Availability plan
- # Availability database
- # Customer service level requirements recommendations
- # Design improvement recommendations and suggestions
- # Performance monitoring and reporting Process activities and techniques for determining and managing efficient availability Roles and responsibilities Relationship with the other ITIL processes Define the specifications for availability Quantify availability requirements Calculate availability
- # Determine availability requirements based on the client's needs
- # Determine the availability of each component
- # Determine the availability of the services through the use of techniques (CFIA, FTA)
- # Evaluate availability
- # Evaluate whether performance and availability characteristics of individual IT components are suitable to meet the required availability levels
- # Analyze supplier contracts and determine appropriate support availability requirements
- # Analyze availability achievements against contracts, agreements and Quality criteria
- # Understand availability criteria (MTTR, MTBF, MTBSI)
- # Investigating and understanding the impact of unavailability
- # Translate measurement data into terms comprehensible for the customer

IT Service Continuity Management

Main deliverables of ITSCM management

- # IT continuity plan
- # Customer service level requirements recommendations
- # Testing schedules, results and improvement recommendations (countermeasures and strategies)
- # Performance monitoring and reporting

Process and activities

The four stages of the business continuity lifecycle model

- ✚ Initiation
- ✚ Requirements and strategy
- ✚ Implementation
- ✚ Operational management Understand and establish recovery options to satisfy customer needs and requirements Techniques for understanding and determining the business impact of IT services (BIA) Risk analysis and management methods using the CRAMM technique Process roles and responsibilities

Planning the ITIL Plan and Improve Function

- ✚ Planning and implementation considerations
- ✚ Implementing challenges (possible problems)
- ✚ Critical success factors, Awareness campaign and on-going communications
- ✚ The plan and improve function organization
- ✚ Defining the roles
- ✚ Process owner and manager responsibilities
- ✚ Management reporting Auditing and audit checks Key performance indicators (KPI)

Managing the Processes within the IPPI Function

- ✚ Monitoring performance achievements vs. targets
 - ✚ Improving services delivered – service improvement plans (SIP)
 - ✚ Quality of service parameters and performance reporting
 - ✚ Management reporting and interpretation
 - ✚ Capacity, availability and IT service continuity interrelationships and requirements Relationships and links with other ITIL processes
 - ✚ Best practices and business benefits Common roadblocks
 - ✚ Recognize process improvement opportunities
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