



4 Days

## ITIL Service Capability: Planning, Protection, and Optimization

In this course, you will be immersed in the practical aspects of the ITIL service lifecycle and processes associated with the planning, protection, and optimization (PPO) of services and service delivery. You will focus on the operational-level process activities and supporting methods and learn to execute these processes in a practical, hands-on learning environment. This training is intended to enable you to apply the practices throughout the service management lifecycle. The main process and function focus areas of this course include:

- Demand management
- Capacity management
- Availability management
- IT service continuity management (ITSM)
- Information security management (ISM)

## Course Details

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### Course Outline

- Planning, Protection, and Optimization
- Demand Management
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Technology and Implementation Considerations

### Who Should Attend

- IT operations, technical, or IT management personnel.
- Professionals Responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

### Pre Requisite

- ITIL Foundation Certification (v3 or newer) required
- Two to four years of relevant work experience
- To prepare for the exam, we recommend that you review the ITIL 2011 publication Service Design (2011 Edition, ISBN 9780113313051) and complete at least 12 hours of personal study

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