

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/72724

ITIL® Service Capability: Planning, Protection, and Optimization

Learn how to identify and execute the ITIL Planning, Protection, and Optimization processes.

In this course, you'll learn the practical features of the ITIL Service Lifecycle as well as the processes associated with the planning, protection, and optimization (PPO) of services and service delivery. With a focus on operational-level process activities and supporting methods, you will figure out how to execute these processes in a practical, hands-on learning environment. You will also learn how to apply this course's practices throughout the entire Service Management Lifecycle.

This course is designed using an experiential, scenario-based approach to learning the core of the ITIL best practices. The exam is offered on the last day of the course at 1:00 pm. 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)

Please note: The ITIL Foundation certification is required to take the exam at the end of class. Proof of certification must be provided no later than the first day of class

What You Will Cover

- Service management as a practice and how the processes within PPO support the service lifecycle
- Role of PPO in service provision and how the in-scope processes interact with other service lifecycle processes
- Activities and methods used in each of the PPO processes
- Application of PPO processes and activities to achieve operational excellence
- How to measure PPO performance
- Importance of IT Security and how it supports PPO
- Technology and implementation requirements in support of PPO
- Challenges, key performance indicators (KPIs), critical success factors (CSFs), and risks related with PPO

Who Should Attend

IT operations, technical, or IT management personnel requiring more information about ITIL best practices or anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT.

Special Feature

Prerequisites:

- ITIL Foundation Certification (see seminar 72975)
- Two to four years of relevant work experience
- To prepare for the end-of-class exam, it is recommended that you review the ITIL Service Design (ISBN 10: 0113310471) and complete at least 12 hours of personal study

Schedule

- [5] days - \$3,295 Non Members
- [5] days - \$3,295 AMA Members
- [5] days - \$3,295 GSA

Credits

30 PDU

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