

HP Education Services Course Description

ITIL practitioner - Capacity Management (UC397s)



This course offers practical techniques on how you can implement Capacity Management in an organization. It teaches the skills you need to provide the right volumes of capacity to comply with the performance agreed on within SLAs. This 3-day course is 40 percent theory and 60 percent hands-on.

Audience

- IT staff responsible for executing tasks within the Capacity Management process
- Capacity managers who want in depth practical knowledge about the ITIL (IT Infrastructure Library) process Capacity Management
- Business analysts and other ITIL process managers with interest in the Capacity Management process

Prerequisites

- Candidates wishing to take the Practitioner Capacity Management examination must hold the ISEB/EXIN ITIL Foundation Certificate for IT Service Management and have practical experience in the field of IT Capacity Management
- It is also advisable that the candidate has a minimum of one year's experience in at IT Service Management environment

Course Objective

Understand best practices in capacity planning and management and be able to relate how these processes contribute to the quality of IT services.

Benefits to You

- Knowing how designing for capacity can improve quality of the services delivered
- Understand and use techniques to ensure that IT capacity is aligned to business objectives
- Be able to analyze capacity related data and act appropriately to identify and prevent capacity and performance related incidents/problems
- Understand the ITIL Capacity Management model and be able to develop, implement and manage IT capacity management processes
- Be able to prepare and distribute capacity plans and reports
- Identifying links to other ITIL processes

Why education services from HP?

- Online instructor-led and self-paced training at <http://www.hp.com/learn>
- Hands-on practice
- More than 80 training locations worldwide
- Customized on-site delivery
- State-of-the-art classroom facilities
- Focus on job-specific skills
- Experienced and best-in-the-field HP instructors
- Comprehensive student materials

Course Title: ITIL practitioner - Capacity Management

HP Product Number: UC397s

Category/Subcategory: ITSM/ITIL

Course Length: 3 Days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Practitioner Courses.

Next Steps: ITIL Manager in IT Service Management courses: IT Service Support + IT Service Delivery and ITIL Service Manager one day exam preparation.

Detailed Course Outline

Housekeeping & Introductions

Course Objectives

Course Format & Contents including exam requirements

A Brief Refresher on IT Service Management

Principles of Capacity Management

Business Capacity Management

Service Capacity Management

Resource Capacity Management

Tools and Techniques

- The iterative process
- Demand Management
- The capacity database
- Workload Management
- Application Sizing
- Modelling

The Capacity Plan

Benefits Costs and Possible Problems

Process Review and Reporting

Process Planning and Implementation

Interfaces and Dependencies

Review mock assignment

Formal ISEB in-course assignment

Information about the examination:

- The exam is offered by ISEB

- ISEB offers a one hour 25 question, multiple-choice paper based on a case study (provided during the course). The exam accounts for 50% of the overall assessment for the Certificate. In conjunction with the exam students will have to complete an in-course assignment

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