

## ITIL Capability - Planning Protection and Optimization PPO Course

Duration: 4 Days

Language: English

Course Delivery: Classroom

### Course Overview

This 4-day 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 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 throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

### Exam

- Evidence of ITIL Foundation Certificate or ITIL v2 Foundation + v3 Foundation Bridge Certificate and completion of the Planning Protection and Optimization Capability course from an Accredited Training Provider is required to sit the exam
- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Design publication in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

### Prerequisites

- ITIL Foundation Certification
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable.

*It is also strongly recommended that candidates:*

- Can demonstrate familiarity with IT terminology and understand the context of Planning Protection and Optimization management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes

### Audience

The Planning Protection and Optimization Capability course will be of interest to:

- Individuals who have their ITIL Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications
- Individuals and / or operational staff who require a deep practical understanding of the Planning Protection and Optimization processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management and Risk Management
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners and IT practitioners

## Course Outline

- **Introduction to planning, protection and optimization**

Full understanding of PPO terms and core concepts.

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- **Capacity management**

The knowledge, interpretation and analysis of capacity management principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- **Availability management**

The knowledge, interpretation and analysis of availability management principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- **IT service continuity management (ITSCM)**

The knowledge, interpretation and analysis of ITSC management principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- **Information security management**

The knowledge, interpretation and analysis of information security management principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- The end-to-end process flow for security management , including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- **Demand management**

The knowledge, interpretation and analysis of demand management principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes

- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- **Planning, protection and optimization roles and responsibilities**

The knowledge, interpretation and analysis of organizational roles, principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- **Technology and implementation considerations**

The knowledge, interpretation and analysis of technology and implementation principles, techniques and relationships and their correct application to enable effective services planning, protection and optimization.

- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.