ITIL

ITIL-PPO: Intermediate Capability: Planning, Protection and Optimization with Certification Exam

Planning, Protection and Optimization ITIL® Intermediate Capability Stream, Your next step towards the ITIL® Expert Certificate in IT Service Management. This live class is available virtually with RemoteLive™ or locally at our Phoenix, AZ location.

$2,995.00

• 5 Days
• Exam administered in the afternoon of the last day of training
• ITIL® Expert in IT Service Management Certificate Track
• Promotional and package discounts may apply

Upcoming Dates

Course Description

The ITIL® Intermediate Qualification: Planning, Protection and Optimization (PPO) Certificate is a freestanding qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL® Service Lifecycle core publications.

The ITIL® Certificate in Planning, Protection and Optimization is intended to enable the holders of the certificate to apply PPO practices during the service management lifecycle and specifically in the following key ITIL® process and role areas:

• Capacity management
• Availability management
• IT service continuity management (ITSCM)
• Information security management
• Demand management

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Course Outline

Learning Unit PPO01: Introduction to planning, protection and optimization

Bloom's Level 2 Objectives – 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.

Learning Unit PPO02: Capacity management
Bloom's Level 4 Objectives – 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.

Learning Unit PPO03: Availability management
Bloom's Level 4 Objectives – 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.

Learning Unit PPO04: IT service continuity management (ITSCM)
Bloom's Level 4 Objectives – 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.

Learning Unit PPO05: Information security management
Bloom's Level 4 Objectives – 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.

Learning Unit PPO06: Demand management
Bloom's Level 4 Objectives – 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.
Learning Unit PPO07: Planning, protection and optimization roles and responsibilities

Bloom’s Level 4 Objectives – 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.

Learning Unit PPO08: Technology and implementation considerations

Bloom’s Level 4 Objectives – 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.

Audience

The target group of the ITIL Intermediate Qualification: Planning, Protection and Optimization Certificate includes, but is not restricted to:

• IT professionals
• Business managers
• Business process owners
• Individuals who require a deep understanding of how the ITIL Certificate in the Planning, Protection and Optimization processes may be used to enhance the quality of IT service support within an organization.
• IT professionals who are working within an organization that has adopted and adapted ITIL, and who need to be informed about, and thereafter contribute to, an ongoing service improvement program.
• Operational staff involved in capacity management, availability management, ITSCM, information security management, and demand management, and who wish to enhance their role-based capabilities.
• Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications.
• Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules.
• Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission. Candidates who hold the following ITIL® qualifications are also eligible, and similar evidence will be required:

• Earlier ITIL® (V2) Foundation plus Foundation Bridge.

ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes). It is recommended that candidates: Can demonstrate familiarity with IT terminology and understand the context of planning, protection and optimization management in their business environment. Have exposure to working in a service management capacity within a service provider environment, and have responsibility for at least one of the following management processes:

• Capacity management
• Availability management
• IT service continuity management
• Information security management
• Demand management Before attending training for the certification it is also strongly recommended that candidates read the ITIL®
What You Will Learn

CERTIFICATION EXAM

To be eligible for the examination leading to the ITIL® Planning, Protection and Optimization Certificate, the candidate must fulfill the following requirements:

- Have undertaken at least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme.
- 2 to 4 years' professional experience working in IT service management is highly desirable.
- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications– see Prerequisite Entry Criteria on p5).
- It is also recommended that candidates should complete a minimum of 12 hours of personal study, reviewing the syllabus and the pertinent areas within the ITIL Service Design core guide, specifically Chapter 2: Service management as a practice.