



The ITIL Intermediate Qualification: Planning, Protection & Optimisation (PPO) Certificate is part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert in IT Service Management Certificate.

COURSE COMPETENCIES

- Service Management as a Practice
- Importance of PPO while providing service
- How all processes in PPO interact with other Service Lifecycle processes
- Processes, activities, methods and functions used in each of the PPO processes
- How to use the PPO processes, activities and functions to achieve operational excellence
- How to measure PPO
- The importance of IT Security and its contributions to PPO
- Technology and implementation considerations surrounding PPO
- The challenges, Critical Success Factors and risks associated with PPO
- Continual Service Improvements (CSI) as a consequence of effective PPO
- Take and pass the exam for the Capability Certificate in Planning, Protection and Optimisation

COURSE STRUCTURE

This 5 day course immerses students in the practical aspects of the ITIL v3 Service Life cycle and processes associated with providing cost justifiable IT services that are aligned with the Customers needs. The main focus of this course is on the Capacity, Availability, IT Service Continuity, Information Security and Demand Management processes.

EXAMINATION

The exam comprises 8 multiple choice, scenario-based, gradient scored questions. Each question will have 4 possible answer options, one of which is worth 5 marks, one of which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. Maximum 90 minutes for all candidates in their respective language, and a minimum passing score of 70%.

WHO SHOULD ATTEND

- IT professionals involved in IT Service Management implementation and improvement programs.
- IT professionals, business managers and business process owners involved in Capacity, Availability, IT Service Continuity, Information Security and Demand Management processes.

PRE-REQUISITES

- ITIL v3 Foundation Certificate (or the ITIL v1/v2 Foundation + v3 Foundation Bridge certificate)

Introduction and Overview

- Service Management as a practice
- Concept of Service, its value proposition and composition
- Functions and process across the Lifecycle
- Role of the processes in the Service Lifecycle
- How Service Management creates business value

Capacity Management

- Purpose, goals and objectives
- Scope of Capacity Management
- Policies, principles and basic concepts
- Activities, methods and techniques
- Triggers, inputs and outputs and its interfaces with other processes
- Key metrics to demonstrate efficiency and effectiveness

Availability Management

- Purpose, goal and objectives
- Scope of the Availability Management
- Policies, principles and basic concepts
- Activities, methods and techniques
- Triggers, inputs and outputs and its interface with other processes
- Key metrics can be used to demonstrate the efficiency and effectiveness

IT Service Continuity Management

- Purpose, goals and objectives
- Scope of IT Service Continuity Management
- Policies, principles and basic concepts
- Activities, methods and techniques
- Triggers, inputs and outputs and its interface with other processes
- Key metrics can be used to demonstrate the efficiency and effectiveness

Information Security Management

- Purpose, goals and objectives
- Scope of Information Security Management
- Policies, principles and basic concepts
- Activities, methods and techniques
- Triggers, inputs and outputs and its interface with other processes
- Key metrics can be used to demonstrate the efficiency and effectiveness

Demand Management

- Purpose, goals and objectives
- Scope of Demand Management
- Policies, principles and basic concepts
- Activities, methods and techniques
- Triggers, inputs and outputs and its interface with other processes
- Key metrics can be used to demonstrate the efficiency and effectiveness

Challenges, Critical Success Factors & Risk

- Relationship to Capacity and Demand Management, Availability Management, ITSCM, and Information Security Management
- Risks directly associated with Service Design phase of the Service Lifecycle and how it relates specifically to PPO

Planning, Protection and Optimisation Roles and Responsibilities

- Capacity Manager
- Availability Manager
- IT Service Continuity Manager
- Information Security Manager

Technology and Implementation Considerations

- Generic requirements for technology to assist Service Design
- Evaluation criteria for technology and tooling for process implementation
- Good practices for practice and process implementation
- Challenges, Critical Success Factors and risks related to implementing practices and processes
- Plan and implementation of Service Management technologies
- Consideration for implementing technologies in supporting the processes within PPO practice, in particular, designing technology architectures

PPO Simulation

- Practice managing and organising the process in a simulated environment
- Practice optimising the processes in a simulated environment
- Understanding of interfaces and relationships between the processes
- Understanding of the information flows between the processes