

ITIL Planning, Protection & Optimization

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.

Course Description

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

Target Candidate:

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 programme.
- ▶ 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 seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules

Prerequisite:

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.

Course Outline:

Learning Unit PPO01: Introduction to planning, protection and optimization

- ▶ 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

- ▶ 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

- ▶ 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)

- ▶ 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

- ▶ 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

- ▶ 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

- ▶ 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
- ▶ 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

Learning Objectives:

Candidates can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- ▶ Service design in PPO and lifecycle context
- ▶ Processes across the service lifecycle pertaining to the practice elements within planning, protection and optimization
- ▶ Capacity management as a capability to realize successful service design
- ▶ Availability management as a capability to realize successful service design
- ▶ IT service continuity management as a capability to support overall business continuity management
- ▶ Information security management as part of the overall corporate governance framework
- ▶ Planning, protection and optimization roles and responsibilities
- ▶ Technology and implementation considerations
- ▶ Organizational roles relevant to PPO And specifically in the following key ITIL process and role areas:-
- ▶ Capacity management
- ▶ Availability management
- ▶ IT service continuity management
- ▶ Information security management
- ▶ Demand management
- ▶ Challenges, critical success factors and risks for planning, protection and optimization

Exam Format:

- ▶ Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one 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
- ▶ Maximum 90 minutes for all candidates in their respective language
- ▶ Candidates completing an exam in a language that is not their mother tongue have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary
- ▶ Closed book exam
- ▶ Pass score 28/40 or 70%