

## ITIL® Intermediate Planning, Protection and Optimization (PPO)

Course#: ITSM-11

Duration: 3 Days

Price: 0.00

### Course Description

KnowledgeHut brings you a comprehensive course on ITIL Intermediate Qualification: Planning, Protection and Optimization (PPO) which is not only 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 module focuses on the industry practices in service management as documented in the ITIL Service Lifecycle core publications.

This course helps you aim for a first time pass of the exam and gain the skills for practical application of PPO practices in the Capacity, Availability, IT service continuity, Information security and Demand management areas of ITIL. This certification is apt for professionals who want to focus on gaining specialized knowledge in PPO and apply them in day-to-day IT Service Management activities.

The ITIL credit system maps out the route to achieving the ITIL Expert certification. To learn more, visit [this link](#).

### Objectives

On completion of this workshop and successful attempt of the examination, candidates will become proficient in:

- 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 processes and roles 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

You will also get:

In-depth preparatory help for examination  
Comprehensive and crisp courseware in downloadable format  
Coaching by ITILcertified experts  
4 credits toward ITILExpert certification and 30 PDUs for PMIrecertification  
Post workshop assistance and support  
Workshop fee includes certification exam fee

## **Audience**

This workshop and the subsequent certification will benefit:

Capacity Managers, Availability Managers, Change Managers, Security Administrators, Applications Support staff, IT Operations Managers, Network Control and Operation and Support Staff, Business Continuity Managers, Security Managers, Service Portfolio Managers, Supplier Relationship Managers among others who need an understanding of the Planning, Protection and Optimisation processes and of how they may be used to enhance the quality of IT service delivery and support within an organization.

IT professionals who are working in organizations that have adopted ITIL for service improvement  
Those seeking to gain the ITIL Expert Certification in ITSM or higher ITIL certifications for which this  
is a prerequisite

## **Prerequisites**

The Pre-requisites to attaining the Intermediate Certification are given below:

Candidates are required to have (in their possession) and upload the following under their profile on the Peoplecert website:

ITIL Foundation Certificate (version does not matter)

Course Completion Certificate for ITIL Intermediate Planning, Protection and Optimization (PPO).

Certification:

In order to achieve ITIL Planning, Protection and Optimization (PPO) certification, candidates must appear for the exam and gain 70% pass mark.

The Exam:

90 minute closed book

Eight multiple choice, scenario-based questions

Pass mark is 70% (28/40)

## **Content**

## 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 concepts

## 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

## 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

## 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

## 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

## 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 assessing demand for services

The benefits and business value that can be gained from demand management in support of PPO

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

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

Best practices to be used

A more detailed syllabus can be found at:

[https://www.axelos.com/Corporate/media/Files/Syllabi/The\\_ITIL\\_Intermediate\\_Qualification\\_Planning\\_Protection\\_and\\_Optimization\\_Certificate\\_Syllabus\\_v5-5.pdf](https://www.axelos.com/Corporate/media/Files/Syllabi/The_ITIL_Intermediate_Qualification_Planning_Protection_and_Optimization_Certificate_Syllabus_v5-5.pdf)