ITIL Service Capability: Planning, Protection and Optimization (PPO)

Course Content

Course Description:

When buying a product or service, you have certain expectations about the way it will perform. If the manufacturer, reseller and/or service provider, doesn't explicitly set the expectations, then you will form them for yourself. It is the same with the customers of your IT services. Either IT clearly sets the expectations, or end-users will develop them on their own. During the negotiation and acceptance of Service Level Agreements, IT commits that services will meet their customer's requirements for availability, capacity, continuity and security.

The ITIL® V3 Capability Course - Planning, Protection and Optimization (PPO) provides the best practice knowledge required to cost-effectively plan, deliver and manage the "warranty" processes to ensure that IT services are 'fit for use'.

Audience:

The primary audience is IT professionals, IT process owners, business managers and business process owners. Requiring deep role-based knowledge of, or are involved in, Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management and Risk Management.

Instructors:

Instructors for this course are ITIL Experts™ and / or PPO Certified and have successfully completed ITSM Academy's PPO Train-the-Trainer Program.

Pre-requisites:

Students attending this course will already hold the ITIL® Version 3 Foundation Certification in IT Service Management - obtained through ITIL® V3 Foundation or Foundation Bridge Course

Pre-preparation:

The PPO exam is a very challenging test. This course requires a minimum 21 hours of personal study, including pre-reading.

- Upon registration, learners will be provided the pre-course reading list which includes the case study and process chapters from the appropriate ITIL® book(s).
- Learners need access to the full suite for the pre-reading and will need to bring the Service Design book to class.

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Course ID#: 1095-253-32-Z

38 Hrs

At Course Completion:

Students will earn or be prepared to take exams for the following credentials:

- **ITIL Expert™**
  Earn 4 credits of the 22 required to achieve the ITIL Expert Certification.
- Project Management Institute (PMI) Professional Development Units (PDUs):
  You will earn 38 contact hours or PDUs for PMI upon completion of this course.
- **Exam & Certification:**
  Successfully passing the 90 minute, exam consisting of eight (8) complex, multi-part, multiple choice scenario-based gradient scored questions leads to the ITIL Intermediate Qualification: **Planning, Protection and Optimization Certificate**.

Topics:

Availability Management

Capacity Management

IT Service Continuity Management (ITSCM)

Information Security Management

Demand Management

Planning, Protection and Optimization roles and responsibilities

Technology and implementation consideration

Challenges, critical success factors and risks