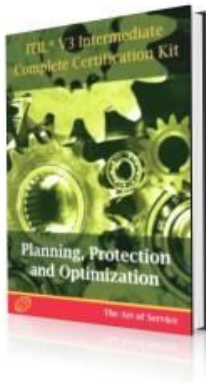


# Capability Modules

## ITIL v3 Intermediate : Planning, Protection & Optimization eLearning course



ADVICE | SKILLS | KNOWLEDGE



### Course Description:

This intensive interactive course immerses students in the practical aspects of the ITIL v3 Service Lifecycle and processes associated with Planning, Protection and Optimization which ensures IT departments can cost-effectively manage customer demand, availability and capacity while mitigating risk.

In this course, you learn how to plan, implement and optimize the Planning, Protection and Optimization processes and gain the skills required to take the ITIL Planning, Protection and Optimization Certification Exam.

The main focus of this course is on the PPO process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment.

This course is designed using an engaging, interactive and flexible online approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam: the EXIN Intermediate Level Certificate Planning, Protection and Optimization .

### Learning Objectives: At the end of this course, the learner will gain competencies in:

- Plan key activities for the Planning, Protection and Optimization processes in the context of the Service Lifecycle
- Attain operational excellence by using the Planning, Protection and Optimization processes, activities and functions
- Measure the success of Planning, Protection and Optimization by applying key metrics
- Utilize capacity and availability management to realize successful Service Design
- Ensure that services are fit-for-purpose and fit-for-use
- Identify and mitigating risks
- Apply Continual Service Improvement
- As well as preparing participants for the exam.

### Audience: The PPO course will be of interest to:

- Individuals who have their ITIL v3 Foundation Certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) who want to pursue the intermediate and advanced level ITIL certifications.
- IT professionals involved in IT Service Management implementation and improvement programs. A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

### Benefits:

- By developing participants knowledge regarding the ITIL framework it will enable:
- The establishment of a common language between the business and IT.
- Readiness for Release, Control and Validation implementation and maintenance

- Consistency in support of IT Services.
- Staff better understand their role within the entire Service Lifecycle

**Pre-requisites:**

- ITIL v3 Foundation Certificate in IT Service Management or ITIL v2 Foundation Certificate plus Bridge Certificate.

**Delivery:**

The program combines short presentations supported by accredited trainer audio. There are also quizzes and exercises (marking scheme provided) to ensure learners are testing their knowledge and competency to enhance understanding of key concepts. Revision questions and a mock examination help to prepare for the multiple-choice EXIN examination.

**This program is an eLearning Program.**

**Program Materials**

- Access to presentation with trainer audio
- The Release, Control and Validation Book
- Exercises + Answers (where applicable)
- Mock Exam questions

**About the Examination and Certification:**

- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the PPO book in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary).
- Each question will have 4 possible answer options, one of 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.
- Pass score is 28/40 or 70%

**Course Outline**

**Introduction and Overview**

- Planning, Protection and Optimization in the context of the Service Lifecycle
- The Service value proposition
- Role of processes in Service Management
- How Service Management creates business value

**Core Planning, Protection and Optimization Processes: Capacity Management**

- Conducting capacity management to contribute to quality assurance
- Purpose, goals and objectives

- Delivering against Service Level targets
- Meeting cost and time constraints
- Activities, methods and techniques
- Fit-for-purpose and fit-for-use

### **Availability Management**

- Contributing to quality for fit-for-purpose and fit-for-use services
- Scope of the process
- Enabling Availability Management through activities, methods and techniques
- How Availability Management creates business value
- Triggers, input and output to other processes
- Establishing metrics to ensure process quality

### **IT Service Continuity Management (ITSC)**

- Ensuring quality assurance when introducing services through effective ITSC management
- Illustrating the main activities
- Managing risks
- Planning for recovery
- Policies and principles
- Challenges and critical success factors

### **Information Security Management**

- Analyzing how Information Security Management contributes to quality assurance for new services
- Aligning IT security with business security
- Ensuring confidentiality, integrity and availability
- How Information Security Management generates business value
- Activities, methods and techniques
- Key metrics to measure success

### **Demand Management**

- Purpose, goals and objectives
- Influencing customer demand
- Coupling capacity with demand
- Activities, methods and techniques

### **Risk Management**

- Risks relative to the Planning, Protection and Optimization process management
- Identifying the challenges, critical success factors and risks related to the other processes
- The risks directly related with Service Design
- How risks relate to the practice elements of Planning, Protection and Optimization

### **Roles and Responsibilities**

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

## Technology and Implementation Considerations

- Generic requirements and evaluation criteria
- Special technology functions and features related to Planning, Protection and Optimization
- Good practices for implementation
- Determining the evaluation criteria for technology and process implementation
- Challenges, critical success factors and risks
- Considerations for planning and implementing Service Management technologies

## Common Service Activities

- Analyzing operations performed in day-to-day activities
- The maturity model of technology management
- Aligning operations with the overall service and process objectives
- Service monitoring and control

## Continual Service Improvement

- Implementing an effective CSI program
- CSI in respect to organizational change
- Best practice elements of CSI
- Measuring service performance
- Cost benefit justification



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