ITIL® Intermediate Planning, Protection, and Optimization

Certificate: ITIL® Planning, Protection and Optimization Capability
Duration: 5 days
Delivery: Classroom, Virtual Classroom
Accreditor: PEOPLECERT
Credits: 4 Credits to ITIL Expert
PMI® PDUs: 38

Course Description:

This 5 days course immerses participants in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning Protection and Optimization of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the participants to successfully complete the associated exam

Audience:

- Capacity Manager
- Availability Manager
- Change Manager
- Security Administrator
- Applications Support
- IT Operations Manager
- Network Control and Operation
- Network Support
- Business Continuity Manager
- Security Manager
- Service Portfolio Manager
- Supplier Relationship Manager

Learning Objectives:

At the end of this course, you will be able to:

- Comprehend the importance of Service Management as a practice.
- Comprehend the importance of the principles, purpose, and objectives of Service Operation in relation to PPO.
- Understand the importance of PPO while providing Services.
- Recognize how all processes in PPO interact with other Service Lifecycle processes.
- Learn the processes, activities, methods, and functions used in each of the PPO processes.
- Learn how to use the PPO processes, activities, and functions to achieve operational excellence.
- Comprehend how to measure PPO.
- Explain the importance of IT security and its contributions to PPO.
- Recognize the technology and implementation considerations surrounding PPO.
- Outline the challenges, Critical Success Factors (CSFs), and Risks associated with PPO.

Prerequisites:
Participants need to attain the ITIL® Foundation certificate. In addition, around 2 years of IT experience is desirable.

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:
● Internet is required only for downloading the eBook. The eBooks can be read offline.
● eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
● Instructions for download and activation are available here.

About the Examination:
• Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
• 8 scenario based questions
• 28 marks required to pass (out of 40 available) - 70%
• 90 minutes' duration
• Closed book

Course Agenda:

Day1	Day2	Day3	Day4	Day5
Course Introduction	Availability Management	IT Service Continuity Management (Contd.)	Demand Management	Exam Preparation / Mock Exam
Introduction to PPO	IT Service Continuity Management	Information Security Management	Roles and Responsibilities	
Capacity Management	Homework (Review of Day's Material)	Information Security Management (Contd.)	Technology and Implementation Considerations	
Availability Management		Demand Management	Homework (Review of Day's Material)	
Homework (Review of Day's Material)		Homework (Review of Day's Material)		

Syllabus:
http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx