



Planning, Protection & Optimization (PPO) an ITIL® 2011 Edition Service Capability Course

Holistic Service Management International

Introduction

The PPO course builds on the general principles covered as part of the ITIL Foundation course. A challenge for service providers is understanding and setting clear expectations for the delivery of services with the business. Through Service Level Management service level requirements are defined, negotiated and agreed with the customer and IT commits to the customer to deliver a required level of service availability, capacity, continuity and security. To ensure that services are designed, delivered and managed to meet the utility ('fit for use') and warranty ('fit for purpose') expectations of the customer, IT organizations must implement ITIL PPO best practices. This course therefore covers in-depth those aspects of IT Service Management needed to introduce or improve an organization's capabilities as an integral part of the overall business-focused Service Management framework.

Course Duration

This is an intensive five-day course that includes the official accreditor's certification exam.

What You Will Learn

The Planning, Protection & Optimization course focuses on the process activities and their interrelationships. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

- **PPO and the Service Lifecycle:**
Understand the Service Lifecycle within the PPO context and the value to the business of PPO activities; understand the purpose and objectives of the Service Design lifecycle phase as it relates to PPO
- **PPO Key Principles, Models and Concepts:**
Understand the common Service Strategy (SS) / Service Design (SD) principles and guidelines that will influence the performance of the PPO processes; understand the PPO roles
- **PPO Processes:**
Understand and articulate the activities of the PPO processes including, for the processes listed below, the purpose and objectives; scope; value to the business and the service lifecycle; policies, principles and basic concepts; activities, methods and techniques; triggers, inputs, outputs and interfaces; information management requirements, critical success factors and key performance indicators; challenges and risks within each of the processes. The processes include:
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Demand Management
- **Service Management Technology:**
Understand the use of technology in supporting Service Management and the PPO processes and explore concepts that have an impact on its planning and implementation

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Strategy and Service Design Lifecycle courses.



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Prerequisites

- The ITIL Foundation Certificate (or earlier ITIL v2 Foundation Certificate plus Foundation Bridge).
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the PPO processes is highly desirable.

Who Should Attend

- This course is one of the Intermediate Level certification courses and is recommended for individuals who require a deeper understanding of the ITIL PPO capabilities and how they may be implemented to enhance the quality of ITSM within an organization, for example:
 - IT professionals working in roles associated with Service Strategy or Service Design within a service-based business model
 - Individuals seeking the *ITIL Expert™* level certification in ITSM for which these are prerequisite modules or seeking progress towards the *ITIL Master™* standing in ITSM for which the *ITIL Expert™* certification is a prerequisite.

Student Responsibilities

The PPO course and exam are very challenging and it is therefore recommended that students complete at least 12 hours of personal study by reviewing the *Service Strategy* and *Service Design* publications prior to the course start and allow for a minimum of 90 minutes of study per evening during the course.

Note: These ITIL publications are **NOT** included with the course but can be purchased from orders@diymonde.com.

Professional Qualification

This course forms part of the ITIL Intermediate qualification program. Successfully passing the 90 minute in-class exam, consisting of 8 complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL Intermediate Service Capability Certificate: Planning, Protection & Optimization. The pass mark is 70% (28/40).

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the *ITIL Expert™* certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle course 'Service Design' and the Capability course 'Planning, Protection & Optimization' have a significant amount of overlap of topics and therefore, in the interests of achieving the broadest possible education, it is **NOT** recommended that the two feature in the selection of courses taken in order to acquire the points necessary for the award of *ITIL Expert™* status – even though all points acquired will be credited.

Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The *Planning Protection and Operation ITIL Intermediate Capability Handbook* will be provided when published. All materials are distributed on the first day.

Instructors

All instructors are fully qualified and accredited by the appropriate examination board