



Transforming The Way People Learn

ITIL® Planning, Protection & Optimisation (GK-PPO)

2011 Edition



The IT Infrastructure Library® (ITIL®) is the most widely accepted approach to IT Service Management in the world. ITIL® is a Best Practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

This course helps organisations to improve the way they deliver the ITIL® Service Lifecycle. It will increase knowledge and understanding of terminology, processes, activities and roles. It also provides a structured guide to ensuring an organisation can develop and implement complete and integrated, best practice processes. The course will enable delegates to sit the ITIL® Capability examination in Planning, Protection & Optimisation.

The ITIL® Intermediate Qualification: Planning, Protection and Optimisation (PPO) Certificate is a free-standing qualification, but is also part of the ITIL® Intermediate Capability stream, and one of the modules that leads to the ITIL® Expert in IT Service Management Certificate. The ITIL® Certificate in Planning, Protection and Optimisation is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.

Course Content

Upon successful completion of the course candidates can expect to gain competencies in the followings:

- Service Design in Planning, Protection & Optimisation and lifecycle context
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection & Optimisation
- Capacity Management as a capability to realise successful Service Design
- Availability Management as a capability to realise 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 & Optimisation roles, and responsibilities
- Technology and implementation considerations
- Organisational roles relevant to Planning, Protection and Optimisation
- Roles and processes within Capacity, Availability, ITSCM, Information Security Management, Demand Management
- Challenges, KPIs and Risks for Planning, Protection & Optimisation

Duration

This is an intensive five day course which includes the ITIL® Planning, Protection & Optimisation examination which takes place on the final day.

Pre-Requisites

Candidates must already hold one of the following:

- ITIL® Foundation certificate in IT Service Management
- ITIL® V2 Foundation plus the Foundation Bridge Certificate
- ITIL® Expert certificate in IT Service Management (achieved via Service manager or Practitioner bridging routes)

It is recommended that individuals can demonstrate familiarity with IT terminology and understand the context of planning, protection and optimisation management in their business environment.

Accreditation

- Multiple-choice
- 90 minute duration
- 8 scenario-based, gradient scored questions
- 70% required to pass
- Closed-book
- This course provides 4 credits towards the ITIL® Expert Qualification in IT Service Management.



Target Audience

- Individuals who require a deep understanding of the ITIL Certificate in the Planning, Protection & Optimisation processes, and how it may be used to enhance the quality of IT Support within an organisation
- Operational staff involved in Capacity Management, Availability Management, ITSCM, Information Security Management and Demand Management and wish to enhance their role-based capabilities

Scheduled Dates and Prices

See our latest public schedule for dates, venues and prices. Visit us at www.ilxgroup.com

Reservations and Information

To reserve your place on this course, or to find out more about in-house courses, contact our training advisors on **+44 (0)1270 611600** or email training@ilxgroup.com for further assistance.

For further information contact:

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