

Planning, Protection and Optimization (PP&O)

Duration: 4 days

Course Overview

This four-day course builds on the general principles covered as part of the ITIL Foundation course. This enables the organization to introduce Capacity Management, Availability Management, ITSCM, Information Security Management, Demand Management and Risk Management processes as an integral part of its overall business-focused Services Framework.

Objectives

The purpose of PP&O is to obtain knowledge on ITIL terminology, process structure, roles, functions and activities that will enable role focused capability and competency in support of the Service Lifecycle approach as described in ITIL. The course provides delegates with practical guidance on the design and implementation of an integrated end-to-end processes-based on proven best practice guidelines. The course prepares delegates for the ITIL Capability examination in Planning, Protection and Optimization.

Who should attend?

The course is suitable for individuals who require a deeper understanding of PP&O processes and how they may be used to enhance the quality of IT service provision in an organization. It offers a natural career development path for practitioner staff that already hold the ITIL® Foundation Certificate.

Before taking the course it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years. Delegates are required to hold the ITIL® Foundation Certificate in IT Service Management or v2 to v3 bridge equivalent.

Professional Qualifications

The course forms part of the ITIL® Intermediate qualification program. Comprehensive course documentation is provided. The examination will consist of a complex multiple choice, closed book paper, to be completed within 90 minutes. (Candidates sitting the examination in English and who do not have English as their first language will be allowed 120 minutes to allow use of a dictionary.) The pass mark will be 70% or more. Successful candidates will be awarded 4 credits towards the ITIL® Expert qualification.

Structure

It is recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination. The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.



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Topics covered include:

- Service Management as a practice and the processes across the Service Lifecycle as they pertain to the practice elements of PP&O
- Capacity Management as a capability to realize successful service design
- Availability Management as a capability to realize 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.
- Common Service Operation activities related to PP&O.
- Organizing for Service Operation which describe functions to be performed within PP&O
- PP&O roles and responsibilities.
- Capacity Management
- Technology and Implementation considerations
- Challenges, Critical Success Factors and risks
- Continuous Service Improvement as a consequence of effective PP&O