ITIL® Service Capability: Planning Protection & Optimisation

Duration: 5 Days **Course Code: PPO**

Overview:

The course builds on the principles covered as part of the ITIL Foundation course and is aligned to the 2011 syllabus. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL Service Lifecycle core publications.
The ITIL Intermediate Qualification: Planning, Protection and Optimization (PPO) Certificate is a freestanding qualification, but is also part of the ITIL Intermediate Capability stream, and one of the modules that leads to the ITIL Expert Certificate in IT Service Management. The purpose of this training module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge on industry practices in service management as documented in the ITIL Service Lifecycle core publications.

Target Audience:

This course is primarily for IT Managers and Practitioners involved in the strategy, design, implementation and on- going support and delivery of business IT services and those interfacing with information systems who require an insight into Service Management best practice. This may include: IT professionals, Business managers, Business process owners, Individuals who require a deep understanding of how the ITIL Certificate in the Planning,Protection and Optimization processes may be used to enhance the quality of IT service support within an organization; IT professionals who are working within an organisation that has adopted and adapted ITIL, and who need to be informed about, and thereafter contribute to, an ongoing service improvement programme; Operational staff involved in capacity management, availability management, ITSCM, information security management, and demand management, and who wish to enhance their role-based capabilities; Individuals who have attained the ITIL Foundation Certificate in IT Service Management and wish to advance to higher level ITIL certifications; Individuals seeking the ITIL Expert Certificate in IT Service Management for which this qualification can be one of the prerequisite modules; Individuals seeking progress toward the ITIL Master Certificate in IT Service Management for which the ITIL Expert is a prerequisite.

Objectives:

- Capacity management
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- Availability management
-
- IT service continuity management (ITSCM)
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- Information security management
-
- Demand management

Prerequisites:

Delegates are required to meet the following mandatory prerequisites:

- Hold the ITIL Foundation Certificate in IT Service Management or earlier ITIL (V2) Foundation plus Foundation Bridge or ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).
- To be eligible for the examination leading to the ITIL Planning, Protection and Optimisation Certificate, the candidate must fulfil the following requirements:
- Undertake at least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organisation (ATO) or an accredited e-learning solution) for this syllabus, as part of a formal, approved training course/scheme
- 2 to 4 years professional experience working in IT service management is highly desirable
- Hold the ITIL Foundation Certificate in IT Service Management (or other appropriate earlier ITIL and bridge qualifications.

Testing and Certification

The examination is a 90 minute paper with eight (8) multiple choice, scenario-based, gradient-scored questions taken at the end of the course. The pass mark is 28/40. The exam to be charged separately.

Please note you must bring a copy of your ITIL Foundation exam certificate, this is required in order for you to take the exam associated with this course.

- It is also recommended that candidates should complete a minimum of 12 hours of personal study, reviewing the syllabus and the pertinent areas within the ITIL Service Design core guide, specifically Chapter 2: Service management as a practice.

Follow-on-Courses:

The following courses are recommended for further study:

- ITIL Complementary Courses - Analyst Series
- ITIL® v3 Lifecycle Courses
- ITIL® v3 Capability Courses

Content:

Introduction to planning, protection and optimization

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
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IT service continuity management (ITSCM)

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Planning, protection and optimization roles and responsibilities

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- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The benefits and business value that can be gained from availability management
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service

architectures.

Learning Unit PPO02: Capacity management

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and

- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

- The value to the business of PPO activities
- The lifecycle within the PPO context
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- The basic service design principles
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Technology and implementation considerations

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- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be

- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management

- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy,

gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- Service management tools, where and how they can be used within PPO for process implementation
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- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

Availability management

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO

technologies and designing technology architectures.

Information security management

- The value to the business of PPO activities
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- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
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- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
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- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks

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- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management
- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
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- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
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- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
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- A measurement model and the metrics that would be used to support availability management within PPO practices
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- A measurement model and the metrics that would be used to support security management within PPO practices
- The benefits and business value that can be gained from security management
- The end-to-end process flow for demand management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- Activity-based demand management as it relates to business and user activity patterns and how these contribute to core and service packages
- The benefits and business value that can be gained from demand management in support of PPO
- The roles and responsibilities related to capacity, availability, ITSCM and information security management, how they fit and are used within the service design organization to support PPO.
- Service management tools, where and how they can be used within PPO for process implementation
- The types of tools that support service design as related to PPO.
- What best practices should be used in order to alleviate challenges and risks when implementing service management technologies and designing technology architectures.

- The value to the business of PPO activities
- The lifecycle within the PPO context
- The purpose and objective of service design as it relates to PPO
- The basic service design principles
- The end-to-end process flow for capacity management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- A measurement model and the metrics that would be used to support capacity management within PPO practices
- The benefits and business value that can be gained from capacity management
- The end-to-end process flow for availability management, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The benefits and business value that can be gained from availability management

- A measurement model and the metrics that would be used to support availability management within PPO practices
- The end-to-end process flow for ITSCM, including its design strategy, components, activities, roles and operation, organizational structure and its interfaces with other processes
- The four stages of ITSCM (i.e. initiation, requirements and strategy, implementation and on-going operation) and how each can be used to support PPO
- A measurement model and the metrics used to support ITSCM within PPO practices
- The benefits and business value that can be gained from ITSCM
- The end-to-end process flow for security management, including its design strategy, components, activities, roles and operation, its organizational structure and its interfaces with other processes
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Further Information:

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