

# ITIL® Planning, Protection & Optimization

## Duration

5 days

## Course Delivery

Classroom or virtual

## Languages

English, French, Dutch, Spanish

## Target Audience

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Service Offerings & Agreements cluster of processes and functions.

## Pre requisites

An ITIL® Foundation certificate is required and preferably two years work experience in an IT Service Management environment.

## About the Examination

Exam Format: Multiple choice, scenario-based, gradient scored questions. Number of Questions: 8. Pass Score: 28/40 or 70%. Exam Delivery: Online or paper based. Exam Duration: 90 minutes. Open/ Closed Book: Closed Book

## Certificate

ITIL® Planning, Protection & Optimization

## Credits

Upon successfully achieving the ITIL® Planning, Protection & Optimization certificate, students earn 4 credits in the ITIL® qualification scheme.

Upon successfully achieving the ITIL Planning, Protection and Optimization certificate, the student will be recognized with 35 Professional Development Units (PDU'S).

## Reference Materials

Core set of 5 ITIL® books.

## Course Description

ITIL® ITIL® is comprised of five core publications: Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operations (SO) and Continual Service Improvement (CSI). It promotes alignment with the business as well as improvement in operational efficiency. The official ITIL® qualification scheme, owned by AXELOS, describes two streams, the Service Lifecycle Stream and the Service Capability stream:

- The Service Lifecycle stream focuses on ITIL® practices within the Service Lifecycle context. The prime focus is the Lifecycle itself as well as the processes and practice elements used within it.
- The Service Capability stream is for those who wish to obtain an in depth understanding of specific ITIL® processes and roles. The primary focus is on process activities, process execution and use throughout the IT Service Lifecycle.

The ITIL® Intermediate Qualification: Planning, Protection and Optimization (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 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.

The ITIL® Certificate in Planning, Protection and Optimization is intended to enable the holders of the certificate to apply PPO practices during the Service Management Lifecycle.

## Course and Learning Objectives

Candidates can expect to gain competencies in the following areas:

- Service design in PPO and Lifecycle context
- Processes across the Service Lifecycle pertaining to the practice elements within planning, protection and optimization
- 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
- Demand Management
- Planning, protection and optimization roles and responsibilities
- Technology and implementation considerations
- Organizational roles relevant to PPO
- Challenges, critical success factors and risks for planning, protection and optimization.

In addition, the training for this qualification should include examination preparation, and an opportunity for a mock examination.



## Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

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# Concepts Covered

## 1. COURSE INTRODUCTION

- Course objectives
- Context of Service Design
- Service design, purpose and objectives
- Service design Scope, value to the business
- Service design Basics
- The role of Design Coordination
- ITIL® Certification Scheme

## 2. CAPACITY MANAGEMENT

- Introduction, Purpose and objectives
- Scope, Value to the Business
- Planning
- The three sub-processes
- Proactive and reactive activities
- Design related activities
- Ongoing interactive activities
- Monitoring and Analysis
- Tuning
- Implementation
- Demand Management in Capacity Management
- Modelling and Trending
- Application Sizing
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's
- Challenges & Risks

## 3. AVAILABILITY MANAGEMENT

- Introduction, Purpose and Objectives
- Scope, Value to the Business
- Two interconnected levels
- Availability aspects
- Process activities, methods, techniques
- Reactive activities
- Monitor and measure, Analyze and report
- Proactive activities
- Designing for Availability, Analysis techniques
- Planned and preventative maintenance
- Availability testing and Service Outage
- Continual review
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's
- Challenges & Risks

## 4. IT SERVICE CONTINUITY MANAGEMENT

- Introduction, Purpose and objectives
- Scope, Value to the Business
- Policies and Principles
- Stage 1 – Initiation
- Stage 2 – Requirements and Strategy
- Stage 3 – Implementation
- Stage 4 – Ongoing operation
- Invocation, Triggers, Inputs, Outputs
- Information Management
- CSF's and KPI's
- Challenges & Risks

## 5. INFORMATION SECURITY MANAGEMENT

- Introduction, Purpose and objectives
- Scope, Value to the Business
- Policies and Principles & Basic Concepts
- The Information Security Policy
- Security Management Framework
- Control, Plan, Implement, Evaluate, Maintain
- Security Controls
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's
- Challenges & Risks

## 6. DEMAND MANAGEMENT

- Introduction, Purpose and objectives
- Scope, Demand versus Capacity
- Value to the Business, Supply and Demand
- Gearing Service Assets
- Policies and Principles & Basic Concepts
- Demand Management through the Lifecycle
- Activities
- Triggers, Inputs, Outputs, Interfaces
- Information Management
- CSF's and KPI's
- Challenges & Risks

## 7. ROLES AND RESPONSIBILITIES

- Roles in ITIL®
- Generic Service Owner Role
- Generic Process Manager Role
- Generic Process Practitioner Role
- Availability Process Manager
- Capacity Process Manager
- IT Service Continuity Process Manager
- Information Security Manager
- Demand Management Process Owner
- Demand Management Process Manager

## 8. CHALLENGES, CRITICAL SUCCESS FACTORS AND RISKS ACTIONS

- Generic Requirements
- Evaluation Criteria
- Best Practices
- Challenges, CSF's and Risks
- Planning and implementation of Service Management Technologies
- Considerations for implementing technologies

## APPENDICES

- Generic Requirements
- Evaluation Criteria
- Best Practices
- Challenges, CSF's and Risks
- Planning and implementation of Service Management Technologies
- Considerations for implementing technologies

