
ITIL® Service Capability: Planning, Protection & Optimisation

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

Overview:

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

The course is assignment based, with a strong emphasis on practical coursework, working as individuals and in teams.

Target Audience:

The course is suitable for individuals who require a deep understanding of Planning, Protection & Optimization processes and how they may be used to enhance the quality of IT service provision within an organisation. It offers a natural career development path for practitioner staff who already hold the ITIL® V3 Foundation Certificate or equivalent.

Objectives:

- The purpose of Planning, Protection & Optimization 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 industry best practice guidelines.
 - The course prepares delegates for the ITIL® Capability examination in Planning, Protection & Optimisation.
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Prerequisites:

Delegates are required to hold the ITIL® V3 Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.

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.

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.

Testing and Certification

The course forms part of the ITIL® Intermediate qualification programme.

The examination will consist of a complex multiple choice, closed book paper of 8 questions, to be answered 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 65% or more.

Successful candidates will be awarded 4 credits towards the ITIL® Expert qualification.

Follow-on-Courses:

Other ITIL® Service Capability courses (5-day)

- IOSA - ITIL® Service Capability: Operational Support & Analysis
- RCV - ITIL® Service Capability: Release, Control & Validation
- SOA - ITIL® Service Capability: Service Offerings & Agreements

ITIL® Service Lifecycle courses (3-day)

- LCSi - ITIL® Service Lifecycle: Continual Service Improvement
- LSD - ITIL® Service Lifecycle: Service Design
- LSO - ITIL® Service Lifecycle: Service Operation
- LSS - ITIL® Service Lifecycle: Service Strategy
- LST - ITIL® Service Lifecycle: Service Transition

Service Lifecycle Bootcamps (5-day)

- LSS-LSD - Service Lifecycle Bootcamp: Strategy & Design
- LST-LSO - Service Lifecycle Bootcamp: Transition & Operation

Content:

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| <ul style="list-style-type: none">■ Service Management as a Practice.■ Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection ; Optimization.■ Capacity management as a capability to realise successful service design.■ Availability management as a capability to realise successful service design. | <ul style="list-style-type: none">■ 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 Planning, Protection ; Optimization.■ Organizing for Service Operation which describe functions to be performed within Planning, Protection ; Optimization. | <ul style="list-style-type: none">■ Planning, Protection ; Optimization roles and responsibilities.■ Technology and Implementation Considerations.■ Challenges, Critical Success Factors and risks.■ Continuous Service Improvement as a consequence of effective Planning, Protection ; Optimization |
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Additional Information:

The course is based on the OGC's Best Practice Guidelines in the ITIL® Service Lifecycle books. The books are available from the GK bookshop (<http://www.gkbookshop.co.uk>).

ITIL® is a Registered Trademark of The Office of Government Commerce (OGC).

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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