

2016



International Projects and Services Company Ltd.

ITIL® 2011 PPO Course Factsheet

GLOBAL MANAGEMENT EDUCATION SOLUTIONS
(GLOBAL-MES)

ITIL® Planning, Protection and Optimization (PPO) (Intermediate Capability)

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 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 and specifically in the following key ITIL process and role areas:

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

Course and Learning Objectives

You can expect to gain competencies in the following areas upon successful completion of the education and examination components related to this certification:

- 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
- 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

Course Approach

Participants will learn the principles and core elements of the Service Capability approach to IT Service Management as well as focusing on the processes & roles, activities and their execution throughout the Service Lifecycle. An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the ITIL v3 Intermediate Planning, Protection and Optimization certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. The IPSC integrated case study deepens the participant's appreciation of how ITIL best practices can be applied in order to improve IT performance. Practical assignments are used throughout the course to enhance the learning experience.

Course Student Material

Students will receive an ITIL 2011 Planning, Protection and Optimization classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Certificate

ITIL® 2011 Planning, Protection and Optimization

Duration

5 days

Course Delivery

Classroom, Virtual Classroom or Self-paced E-learning

Languages

English, Spanish, Arabic

About the Examination

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

Prerequisites and Eligibility for Examination

To be eligible for the examination leading to the ITIL Planning, Protection and Optimization Certificate, you must fulfil the following requirements:

- Undertake at least 30 contact hours with an Accredited Training Organisation (ATO) or an accredited e-learning solution
- Hold the ITIL Foundation Certificate in IT Service Management

Credits

Upon successfully achieving the ITIL 2011 Planning, Protection and Optimization certificate, students will earn 4 credits in the ITIL® 2011 qualification scheme.

Project Management Institute –Professional Development Units (PDUs) = 35

Target Audience

IT Managers, operational staff, and anyone requiring a deeper knowledge of or who are involved in the Planning, Protection and Optimization cluster of processes and functions.