



**ITIL® Intermediate Workshop
PLANNING, PROTECTION AND
OPTIMIZATION (PPO)**

Course Outline



Program Overview

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. 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

Duration

4- Day Program

Learning Objectives

Candidates 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

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

- Capacity management
- Availability management
- IT service continuity management
- Information security management
- Demand management

Target Audience

The target group of the ITIL Intermediate Qualification: Planning, Protection and Optimization Certificate includes, but is not restricted to:

- 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.
- Individuals who require a detailed understanding of the ITIL Continual Service Improvement phase of the ITIL core lifecycle and how it may be implemented to enhance the quality of IT service provision within an organisation.
- IT professionals working within or about to enter a Continual Service Improvement environment and requiring a detailed understanding of the processes, functions and activities involved.
- Individuals seeking the ITIL Expert in IT Service Management for which this qualification is one of the prerequisite modules.
- Individuals seeking progress towards the ITIL Master if IT Service Management for which the ITIL Expert is a prerequisite.

Program Structure and Outline

The Program is delivered using a combination of instructor-led lectures, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles and Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementation Considerations
- Critical success factors and risk involved in Continual Service Improvement

Examination

The exam is gradient, scenario based multi-choice. There are 8 questions to be completed in 90 minutes. Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks. The pass mark is 28 marks from 40 (70%).

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management which must be presented as documentary evidence to gain admission

Candidates who hold the following ITIL qualifications are also eligible, and similar evidence will be required:

- Earlier ITIL (V2) Foundation plus Foundation Bridge\
- ITIL Expert Certificate in IT Service Management (achieved via Service Manager or Practitioner bridging routes).

It is recommended that candidates demonstrate familiarity with IT terminology and understand the context of planning, protection and optimization management in their business environment.

Eligibility for Examination

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

- Have undertaken 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– see Prerequisite Entry Criteria on p5)
- 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.

Why Choose SAS Management Inc.

We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

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