



Inspiring growth and improvement

ITIL[®]
Planning, Protection
and Optimization (PPO)

Accredited by PEOPLECERT and AXELOS

www.businessbeam.com

Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 5 days

2 practice examinations

Excellent first attempt pass ratio

**Gain deeper level of understanding of ITIL
processes and roles related to IT
infrastructure planning and management,
and learn how to implement them effectively**

Introduction

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 key ITIL® process and role areas including capacity management, availability management, IT service continuity management (ITSCM), information security management, and demand management. The contents will be covered in a practical, hands-on learning environment through the use of our quality course material and engaging scenario-based case studies.

Learning Objectives

Candidates should expect to gain competencies in the following areas after successful completion of the training course:

- Service design in PPO and lifecycle context
- Processes across the service lifecycle pertaining to the practice elements within PPO
- 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 & responsibilities.

Contents

- **Introduction and Overview**
 - ▶ Common definitions
 - ▶ 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
 - ▶ Key roles and responsibilities
- **Processes: Benefits, value to business, process flows, design strategy & components, organizational structure policies, activities and operation, metrics and KPIs, risks and challenges, interfaces with other processes, and roles and responsibilities related to following process will be discussed in details:**
 - ▶ Capacity Management
 - ▶ Availability Management
 - ▶ IT Service Continuity Management
 - ▶ Information Security Management
 - ▶ Demand Management
- **Technology & Implementation Considerations**
 - ▶ Generic requirements and evaluation criteria
 - ▶ Special technology functions and features related to PPO
 - ▶ Good practices for process implementation
 - ▶ Determining the evaluation criteria for technology and process implementation
 - ▶ How to plan and implement service management tools
 - ▶ Challenges, critical success factors and risks
 - ▶ Considerations for planning and implementing Service Management technologies

Recommended Participants

Following participants are recommended to attend this training:

- IT professionals
- Business & process owners
- Individuals who require a deep understanding of the ITIL® Certificate in the PPO
- IT professionals working for adoption of ITIL® for ongoing service improvement
- Operational staff involved in service capacity, availability, security or continuity management
- Individuals seeking the ITIL® Expert or Master Certificate

Prerequisites

Candidates wishing to be trained and examined for this qualification must already hold the ITIL® Foundation Certificate in IT Service Management. 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).

Materials Provided

- Course reference manual containing printed copies of presentation, notes and exercises
- Practice examination papers
- Course certificate
- ITIL® PPO Certificate on passing the examination

ITIL® Credits Assigned

After passing the examination, candidates will earn four (4) credits within the ITIL® Certification Scheme.

Course Format

The course uses a stimulating mix of instructions, workshops, quizzes, discussions and a practice-exam.

Duration

5 full days (31 teaching hours, and certification examination on the last day)

Practice Exam

Two practice examinations are part of this course. The practice exams aim to help participants in passing the certification exam.

Certification Exam

A 90-minute exam is scheduled on the last day of the course, consisting of eight (8) multiple choice, scenario-based, gradient scored questions. Candidates will be also be given a sample exam to prepare themselves. Candidates must achieve 70% marks (28 out of 40) to receive their certificate.

About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itsSMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit www.businessbeam.com or contact us at training@businessbeam.com

