

ITIL V3 Planning, Protection and Optimization Certification Training

Course Summary

Description

This PEOPLECERT accredited training program is for individuals seeking specialist certification in the ITIL Planning, Protection, and Optimization practice area. In order to sit for the Planning, Protection, and Optimization exam you need to have passed your ITIL Foundation exam as it builds on the general principles covered in the ITIL Foundation course, and have completed the Gogo Training accredited Planning, Protection, and Optimization course.

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 in IT Service Management Certificate. The purpose of this training course 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.

Objectives

By the end of this course, students will learn:

- Service Management as a Practice
- 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
- Challenges, Critical Success Factors and risks
- And specifically, in the following key ITIL process and role areas:
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management
 - Information Security Management
 - Demand Management
 - Challenges, Critical Success Factors and Risks for Planning, Protection and Optimization

Topics

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| • Course Introduction: ITIL 2011: Planning, Protection and Optimization | • Service Management as a Practice Part 4 |
| • Exam Tips | • Demand Management Part 1 |
| • Service Management as a Practice Part 1 | • Demand Management Part 2 |
| • Service Management as a Practice Part 2 | • Capacity Management Part 1 |
| • Service Management as a Practice Part 3 | • Capacity Management Part 2 |
| | • Capacity Management Part 3 |
| | • Availability Management Part 1 |

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Course Summary

Topics (cont.)

- Availability Management Part 2
- Availability Management Part 3
- Availability Management Part 4
- Information Security Management (ISM) Part 1
- Information Security Management (ISM) Part 2
- Information Security Management (ISM) Part 3
- IT Service Continuity Management (ITSCM) Part 1
- IT Service Continuity Management (ITSCM) Part 2
- IT Service Continuity Management (ITSCM) Part 3
- Service Management Technology

Prerequisite

ITIL Foundation training is required prior to taking this course and it is highly recommended that all ITIL Intermediate Candidates have 2 to 4 years of Service Management Experience. If you plan on taking the ITIL 2011: Planning, Protection & Optimization certification exam, you must have taken and passed the ITIL Foundations exam (or v2, 2007 or 2011 equivalent) and present the certificate to the testing organization in order to sit for this exam.

Before attending training for the certification, it is also strongly recommended that candidates read the ITIL Service Lifecycle core publications and, in particular, the ITIL Service Design publication.

Duration

Six hours and twenty-nine minutes.

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Course Outline

- I. Course Introduction: ITIL 2011: Planning, Protection and Optimization**
- II. Exam Tips**
 - A. Understanding the exam process
 - B. Exam questions and grading
 - C. Taking the exam
 - D. Using the practice exams
- III. Service Management as a Practice Part 1**
 - A. Lifecycle Review
 - B. Processes
 - C. Definitions
 - D. PPO Processes
- IV. Service Management as a Practice Part 2**
 - A. Generic Roles
 - B. Key Service Management Concepts
 - C. RACI Model
 - D. Deming's PDCA Model
- V. Service Management as a Practice Part 3**
 - A. Service Design Purpose, Objectives, Scope and Value
 - B. Design Role and Implementation in PPO
 - C. Challenges
 - D. Activity: List CSFs and KPIs
 - E. Metrics
 - F. Risks
 - G. Design Fundamentals
 - H. Setting Direction
- VI. Service Management as a Practice Part 4**
 - A. Design Aspects
 - B. Roles and Management
 - C. Exam Question Exercise: Sample Exam 1, Question 2
 - D. Exam Question Protocols
- VII. Demand Management Part 1**
 - A. Purpose, Objectives, Scope and Value
 - B. Basic Concepts
 - C. Activities
- VIII. Demand Management Part 2**
 - A. Roles
 - B. Triggers and Inputs/Outputs
 - C. Interfaces
 - D. Metrics
 - E. Challenges and Risks
 - F. Exam Question Exercise: Sample Exam 1, Question 6
 - G. Sample Exam 2, Question 7
 - H. Exam Question Review: Sample Exam 1, Question 2
- IX. Capacity Management Part 1**
 - A. Purpose, Objectives, Scope and Value
 - B. Basic Concepts
 - C. Planning
 - D. Subprocesses
- X. Capacity Management Part 2**
 - A. Activities
 - B. Modeling and Trending
 - C. Application Sizing
- XI. Capacity Management Part 3**
 - A. Roles
 - B. Triggers and Inputs/Outputs
 - C. Interfaces
 - D. Metrics
 - E. Challenges and Risks
 - F. Exercise: Capacity Management
 - G. Exam Question Exercise: Sample Exam 1, Question 5
 - H. Sample Exam 2, Question 3, 6
 - I. Exam Question Review: Sample Exam 2, Question 7
- XII. Availability Management Part 1**
 - A. Purpose, Objectives, Scope and Value
 - B. Basic Concepts
 - C. Measurement
- XIII. Availability Management Part 2**
 - A. Reactive Activities
 - B. Monitor, Measure, Analyze and Report (MMAR)

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Course Outline (cont.)

- XIV. Availability Management Part 3**
- A. Proactive Activities
 - B. Plan/Design
 - C. Risk Assessment
 - D. Review and Improvement
- XV. Availability Management Part 4**
- A. Roles
 - B. Triggers and Inputs/Outputs
 - C. Interfaces
 - D. Metrics
 - E. Challenges and Risks
 - F. Exercise: Expanded Incident Lifecycle
 - G. Exam Question Exercise:
 - H. Sample Exam 1, Question 1
 - I. Sample Exam 2, Question 8
 - J. Exam Question Review: Sample Exam 1, Question 5
- XVI. Information Security Management (ISM) Part 1**
- A. Purpose, Objectives, Scope and Value
 - B. Basic Concepts
 - C. Risk Assessment
 - D. Information Security Management Systems (ISMS)
 - E. Security Governance
- XVII. Information Security Management (ISM) Part 2**
- A. Activities
 - B. Breaches and Incidents
- XVIII. Information Security Management (ISM) Part 3**
- A. Roles
 - B. Triggers and Inputs/Outputs
 - C. Interfaces
 - D. Challenges and Risks
 - E. Exam Question Exercise:
 - F. Sample Exam 1, Question 4
 - G. Sample Exam 2, Question 2
- XIX. IT Service Continuity Management (ITSCM) Part 1**
- A. Purpose, Objectives, and Scope
 - B. Value to the Business
 - C. Basic Concepts
- XX. IT Service Continuity Management (ITSCM) Part 2**
- A. Activities
 - B. Stage 1: Initiation
 - C. Stage 2: Requirements and Strategy
 - D. Stage 3: Implementation
 - E. Stage 4: Ongoing Operation
- XXI. IT Service Continuity Management (ITSCM) Part 3**
- A. Roles
 - B. Triggers and Inputs/Outputs
 - C. Interfaces
 - D. Challenges and Risks
 - E. Exercise: Recovery Operations
 - F. Exam Question Exercise:
 - G. Sample Exam 1, Question 3, 7, 8
 - H. Sample Exam 2, Question 4, 5
 - I. Exam Question Review: Sample Exam 1, Question 4
- XXII. Service Management Technology**
- A. Concepts
 - B. Tool Selection Process
 - C. Plan and Implementation
 - D. Exam Question Exercise: Sample Exam 2, Question 2