

ITIL® v3 Intermediate Certificate: Planning, Protection and Optimization (PPO)

What Will the Course Give Me?

Our Planning, Protection and Optimization (PPO) course provides you with an intense and focused exploration of the new and modified topics in ITIL® v3. The course is intended for those who work within a Service Management environment and require a deeper understanding of the concepts, processes and activities involved in the strategy, definition and documentation of services. The PPO concepts are shown how they may be used to enhance overall service quality, service provision and contribute to their organization's ongoing service improvement program.

What You Will Learn

The main focus of this course is on the process activities and supporting methods and approaches to executing the PPO processes in a practical, hands-on learning environment. This course has a number of study units with practical application to reinforce the knowledge gained.

These include:

- **The Service Lifecycle and Service Management as a practice:** Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice

- **Basic Planning, Protection & Optimization Principles:** Understand the common principles and guidelines grounded in the Service Strategy and Design phases that will influence the performance of the PPO processes

- **Planning, Protection & Optimization Processes:** Understand and articulate the activities of the PPO processes as well as the activities shared across the lifecycle. Other areas of discussion include information management requirements, challenges, critical success factors and risks within each of the processes. The processes include:

- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Demand Management
- Risk Management

*Note: in-depth discussions around the managerial/supervisory aspects of each process is found in the **Service Strategy** or **Service Design** courses.*

- **Explore Technology and Implementation Consideration:** Understand the role of technology to the PPO processes and explore concepts that have great impact on their implementation

Why You Should Attend This Course

This course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and the processes utilized within Planning, Protection and Optimization. This training is intended to enable the holders of the certificate to apply the necessary activities for the design and tactical support of the business-defined service within the Service Management Lifecycle. This course not only explores the PPO processes but also their role in support other ITSM processes.

The emphasis of this course is on the process activities, their measurement, the interrelationships, and roles and responsibilities; in-depth discussion of management/control activities occur in the SS and SD courses. www.artofchange.ca

Who Should Attend?

The target audience for this course includes IT Professionals, Business Managers, and Business Process Owners.

Why Art of Change?

Art of Change uses fully qualified and accredited instructors who also have in-depth practical experience with ITSM. All instructors are senior consultants and provide valuable insight and depth of knowledge. You will not only learn the curriculum but also gain practical insight on how to contribute to a successful implementation project. Art of Change is a globally accredited organization, via LCS and CSME to provide ITIL® education for the v2 and v3 certification schema.

Duration & Logistics

This course runs 5 days and includes the 90-minute exam. You must achieve 70% to receive your certification and pin.

Class size minimum is 6 students, maximum is 18 students.

This course meets the mandatory requirement of 30 contact hours with the instructor. Successful completion of this course and exam provides 4 credits towards the ITIL® Expert certification.

The official course syllabus can be found at the following link:

<http://www.itiil-officialsite.com/nmsruntime/saveasdialog.asp?IID=522&SID=272>

Prerequisites

The candidate must hold (photocopy required) one of the following:

- V3 ITIL® Foundation Certificate
- V2 ITIL® Foundation Certificate and the V2-V3 Foundation Bridge Certificate

Candidates should have some experience within Service Management as well as experience in at least one of the RCV processes. Reading the course syllabus and ITIL® Service Lifecycle core publications, specifically the Official OGC publications *Service Strategy* volume (ISBN 9780113310456) and *Service Design* volume (ISBN 9780113310470), prior to attending is quite beneficial. (12 hours of personal prep study is recommended).

Student Materials & Responsibilities

Each candidate will receive full color course materials (lecture notes, in-course exercises and answers, homework, practice questions and practice exams). Materials are distributed on the first day of class. Candidates should plan study time each evening and are expected to participate in all course activities.