

ITIL® V3 Intermediate Capability Module Planning Protection & Optimisation Duration: 5 days	The ITIL Intermediate Qualification: Planning, Protection and Optimisation (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 module and the associated exam and certificate is, respectively, to impart, test, and validate the knowledge of industry practices in Service Management as documented in the ITIL Service Lifecycle core publications. The ITIL Certificate in Planning, Protection and Optimisation is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.
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Learning Objectives

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

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection and Optimisation
- Capacity management as a capability to realise successful service design
- Availability management as a capability to realise 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 Optimisation 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 Risk Management For Service Planning, Protection and Optimisation

Target Group

The target group of the ITIL Certificate in Planning, Protection and Optimisation is:

- Individuals who have attained the v3 ITIL Foundation certificate in Service Management, or the v3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications
- Individuals who require a deep understanding of ITIL Certificate in the Planning, Protection and Optimisation processes and how it may be used to enhance the quality of IT service support within an organisation
- IT professionals that are working within an organisation that has adopted and adapted ITIL 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, Demand Management, Risk Management, who wish to enhance their role-based capabilities



This may include but is not limited to, IT professionals, business managers and business process owners.

Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission.

It is also strongly recommended that candidates:

- Can demonstrate familiarity with IT terminology and understand the context of Planning, Protection and Optimisation management of their own business environment
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasising on at least one of the following management processes:
 - o Capacity Management Process
 - o Availability Management Process
 - o IT Service Continuity Management (ITSCM) Process
 - o Information Security Management Process
 - o Demand Management Process Challenges, Critical Success Factors and Risk Management For Service Planning, Protection and Optimisation

It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification, in particular, the Service Design publication.