

# ITIL® v3 Service Capability – Planning Protection and Optimisation

**Vendor Course Code:** ITIL-SC-PPO

**Course Length:** 5 days

**Overview:** This 5 day course delves into the practical aspects of the ITIL® Service Lifecycle and processes relating to the Planning, Protection & Optimisation of IT Services. The requirements, activities, methods and approaches for implementing and managing these processes will be covered in a practical, hands-on learning environment through the use of our quality course material and an engaging scenario-based case study.

There is an examination at the end of the course. The PPO exam is very challenging and consists of a complex multiple-choice, closed book paper of 8 questions, to be answered within 90 minutes. The pass mark will be 70% or more.

Successful candidates will be awarded 4 credits towards the ITIL® Expert Certification.

**Skills Gained:**

- The importance of Service Management as a Practice
- Planning, Protection & Optimisation processes in the Service Lifecycle
- Capacity Management - a capability to achieve effective Service Design
- Availability Management - a capability to achieve effective Service Design
- IT Service Continuity Management - support for Business Continuity Management
- Information Security Management - part of overall corporate governance
- Planning, Protection & Optimisation roles and responsibilities
- Technology & implementation considerations
- Challenges, Critical Success Factors and Risks

**Key Topics:**

- ITIL® Processes covered:
- Capacity Management
  - Availability Management
  - IT Service Continuity Management
  - Information Security Management

**Target Audience:**

This course is intended for individuals and IT professionals who require a deeper understanding of the ITIL® Planning, Protection & Optimisation processes and how they may be used to enhance the overall quality of IT Service support and delivery. It is also suitable for operational staff who wish to enhance their role-based capabilities.

**Prerequisites:**

A pass in the ITIL® V3 Foundation exam or the ITIL® V2-V3 Bridging exam from either EXIN, ISEB or APMG. Proof will need to be provided before attending the course.

We recommend that course participants are familiar with the 5 ITIL® Core Publications prior to attending the course. We estimate approximately 10 hours of personal study will be required.

The ITIL® Books are not included with this course.

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