ITIL® V3 Intermediate Capability-Planning, Protection and Optimization
Course Outline
PDU=30

Objectives

- Understanding Service Management as a practice and how the processes within Planning, Protection and Optimization support the Service Lifecycle.
- Knowing the important role of ITIL Planning, Protection and Optimization in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehending the activities, methods, and functions used in each of the ITIL Planning, Protection and Optimization processes.
- Knowing how to apply Planning, Protection and Optimization processes, activities, and functions to achieve operational excellence
- Measuring ITIL Planning, Protection and Optimization performance.
- Understanding the importance of IT security and how it supports ITIL Planning, Protection and Optimization.
- Understanding technology and implementation requirements in support of Planning, Protection and Optimization.
- Comprehending the challenges, Critical Success Factors, and risks related to Planning, Protection and Optimization.

Audience

- Individuals who have their ITIL v3 Foundation certificate (or the ITIL v2 Foundation + v3 Foundation Bridge certificate) and want to purse the Intermediate and Advanced level ITIL certifications.
- Individuals and/or operational staff who require a deep, practical understanding of the Planning, Protection and Optimization processes and how they may be used to enhance the quality of IT service support within an organization. For example, operational staff involved in Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management, and Business Relationship Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, IT/business process owners, and IT practitioners.

Prerequisites

- Hold an ITIL v3 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate.
- There is no minimum mandatory requirement but 2 to 4 years' professional experience working in IT Service Management is highly desirable.
- It is also strongly recommended that candidates:
- Can demonstrate familiarity with IT terminology; understanding the context Planning, Protection and Optimization management in their own business environment is strongly recommended.
- Have exposure working in the Service Management capacity within a service provider environment, with responsibility emphasizing at least one of the following management processes:
- Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, and Financial Management
- It is recommended that candidates be familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification.
- It is recommended that learners should complete at least 12 hours of personal study by reviewing the syllabus and the ITIL Service Lifecycle core publications, particularly the Service Transition and Service Operation books, in advance of attending training for the certification.

Course Description

This 5-day course immerses learners in the practical aspects of the ITIL® v3 Service Lifecycle and processes associated with the Planning, Protection and Optimization of services and service delivery. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices throughout the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Duration

5days (Classroom)

Agenda

- Introduction
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Demand Management
- Challenges, Critical Success Factors & Risks
- Technology & Implementation Considerations
- Exam Preparation
- Exam

About the Examination:

- Evidence of ITIL v3 Foundation certificate or ITIL v2 Foundation + v3 Foundation Bridge certificate and completion of the Planning, Protection and Optimization course from an Accredited Training Provider are required to sit for the exam
- The exam is a closed-book exam with eight (8) multiple-choice, scenario-based, gradient-scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first are allowed a maximum of 120 minutes and the use of a dictionary).
- Each question has 4 possible answer options; one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The pass score is 28/40 or 70%.
- On successfully passing the ITIL Planning, Protection and Optimization exam, the student will be recognized with 4 credits in the ITIL Qualification scheme.