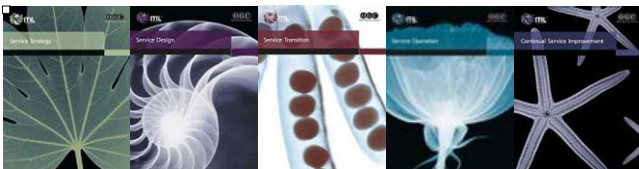


ITIL® V3 Planning, Protection and Optimization with Certification Exam (5 days)

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 module 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.

The ITIL Certificate in Planning, Protection and Optimization is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle.



What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs, underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

Target Audience

The target group of the ITIL Certificate in Planning, Protection and Optimization 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 Service Offerings and Agreement processes and how it may be used to enhance the quality of IT service support within an organization.

- IT professionals that are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement program
- 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.

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 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

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 Optimization

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 Optimization management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - Capacity Management Process
 - Availability Management Process
 - IT Service Continuity Management (ITSCM) Process
 - Information Security Management Process
 - Demand Management Process Challenges, Critical Success Factors and Risk Management for Service Planning, Protection and Optimization

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.

Eligibility for Examination

To be eligible for the examination leading to an accredited ITIL Certificate in Planning, Protection and Optimization, the candidate must fill the following requirements:

- 32 contact hours (hours of instruction, excluding breaks)
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- Hold the ITIL V3 Foundation Certificate in IT Service Management or ITIL V2 Foundation plus the bridging certificate
- It is also recommended that students should complete at a minimum 12 hours of personal study by reviewing the syllabus and the pertinent areas of the ITIL Service Management Practice core guidance publications and in particular, the Service Design publication

Lecture and Exercises

Practical exercises and team assignments will be used to meet the learning objectives during the delivery of this accredited course. We will make use of exercises to enhance the reinforcement of the learning objectives in this syllabus.

Learning Outcomes

Following completion of this unit, the candidate will possess knowledge of:

- The importance of Service Management as a Practice concept and Service Operation Principles, Purpose and Objective
- The importance of ITIL Planning, Protection and Optimization while providing service
- How all processes in ITIL Planning, Protection and Optimization interact with other Service Lifecycle Processes
- The processes, activities, methods and functions used in each of the ITIL Planning, Protection and Optimization processes
- How to use the ITIL Planning, Protection and Optimization processes, activities and functions to achieve operational excellence
- How to measure ITIL Planning, Protection and Optimization
- The importance of IT Security and its contributions to ITIL Planning, Protection and Optimization
- Understanding of technology and implementation considerations surrounding ITIL Planning, Protection and Optimization Challenges, Critical Success Factors and Risks associated to ITIL Planning, Protection and Optimization
- Challenges, Critical Success Factors and Risks associated to ITIL Planning, Protection and Optimization

Exam format

Eight (8) multiple choice, scenario-based, gradient scored questions.

Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.

- Duration: Maximum 90 minutes for all candidates in their respective language (Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Prerequisite: ITIL V3 Foundation Certificate or ITIL V2 Foundation plus Bridge Certificate and completion of an accredited Course from an ITIL Accredited Training Provider
- Supervised: Yes
- Open Book: No
- Pass Score: 28/40 or 70%
- Distinction Score: TBC

- Delivery: Online or Paper Based Examination

Trainer Qualification Criteria

This syllabus will be delivered by an accredited provider / trainer. We meet and exceed the following criteria:

- Accredited Training Organization: Mountainview is registered and in good standing with the Official Accreditor.
- ITIL Continual Service Improvement Certification: Our Instructors will present a valid certificate issued by the accredited Examination Institute.

- ITIL V3 Expert Certification: Our Instructor will present a valid certificate issued by the accredited Examination Institute.

Duration

Five (5) days – includes lecture, exam preparation and exam.

Contact Information

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