

ITIL® Planning, Protection, and Optimization Capability Classroom Blended

Mastering ITIL Intermediate courses requires IT professionals to obtain a great insight into the ITIL body of knowledge and to learn how to apply ITIL in real life. Koenig's blended Planning, Protecting, and Optimization (PPO) training course uses an optimal mix of training methods to achieve this result in a way that is most convenient, effective, and economical to learners. In 5 days, learners are provided with a safe environment where they can learn to "apply" their knowledge through a combination of case studies, assignments, and role plays. Thinking beyond the traditional classroom "box" and presenting students with an optimal mix of learning methods

Course Description

This ITIL Intermediate course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning, Protection, and Optimization of services. The main focus of this course is on operational-level process activities and supporting methods and approaches to execute these processes in a practical, hands-on learning environment. This course uses an optimal mix of learning methods to provide learners with the most effective way to build their ITIL knowledge with respect to Planning, Protection, and Optimization and to apply this knowledge in real life.

Prerequisites

Candidates for this course must:

- Hold an ITIL Foundation certificate (holders of Foundation certificate from an earlier version of ITIL, e.g.: earlier ITIL qualifications, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years' professional experience working in IT Service Management is highly desirable.

Learning Objectives

On completing this course and examination, the learner will gain competencies in:

- Understanding Service Management as a practice and how the processes within Planning, Protection, and Optimization support the Service Lifecycle.
- Knowing the important role of 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 Planning, Protection, and Optimization processes.
- Knowing how to apply Planning, Protection, and Optimization processes, activities, and functions to achieve operational excellence.
- Measuring Planning, Protection, and Optimization performance.
- Understanding the importance of IT security and how it supports 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.

Examination:

- Evidence of ITIL Foundation certificate and completion of the Planning, Protecting and Optimization course from an Accredited Training Provider is 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%.