

## ITIL® Intermediate Capabilities: Planning Protection & Optimization

### Overview

ITIL Service Capability Modules focus on a deep level of understanding of ITIL processes and roles, how they are implemented and how they interact. The modular approach of the Intermediate Level modules allows candidates to develop an ITIL specialism. The Planning, Protection & Optimisation module will help you to gain the technical level of knowledge and skills required for detailed execution and implementation of specific ITIL processes. The ITIL Intermediate certificate in Planning, Protection & Optimisation (PPO) is a course that can be run over four or five days (depending upon the requirements of the training group). Delegates attending this course will gain a comprehensive understanding of ITIL Service Management as it applies to the Planning, Protection & Optimisation processes, aligned to the current version, ITIL: 2011. Delegates will also prepare for and sit a 90 minute, complex multiple-choice examination. The course consists of lectures, detailed group exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the final day.

### Target Audience

Delegates attending this course must have successfully achieved the ITIL: 2011 Service Management Foundation Qualification; your certificate must be presented as documentary evidence to gain admission to this course. Although there is no mandatory requirement, ideally candidates should have at least two years professional experience working in IT Service Management. The Planning, Protection & Optimisation Qualification would suit candidates working in the following IT professions or areas:

General IT Management  
Capacity Manager  
Availability Manager  
Change Manager  
Security Administrator  
Applications Support  
IT Operations Manager  
Network Control and Operation  
Network Support  
Business Continuity Manager  
Security Manager  
Service Portfolio Manager  
Supplier Relationship Manager

The above list is a suggestion only; individuals may wish to attend based on their own career aspirations, personal goals or objectives. Delegates may take as few or as many Intermediate

### Course Objectives

The purpose of the ITIL Intermediate certificate in Planning, Protection & Optimisation is to certify that the delegate has gained a thorough and detailed knowledge of the PPO processes, the structure and advanced concepts, and has comprehended the essential principles of ITIL based PPO practices for Service Management. When the delegate has completed this course, they should be confident in their ability to approach core PPO activities, such as:

[Register Online](#)

Schedule

Class Length: 5 Days

G2R = "Guaranteed to Run" | OLL = "Online LIVE"  
ILT = "Instructor-Led-Training"

*This course is not currently available on the public schedule. Please contact us using the information in the footer below to inquire about future dates or to schedule a private class.*

Building a tactical Availability and Capacity plan to support IT Strategy and Service Portfolio investment and implementation decisions  
Move IT Service Continuity from a sporadic project to an embedded process approach  
Integrate Information Security Management into the full Service Lifecycle  
Move Risk Management from a reactive audit perspective to a proactive strategic planning process  
Use technical capacity and availability data for Service and System planning and reporting

## Course Outline

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**Please contact the center for outline details**