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ITIL

# ITIL® Capability - Planning, Protection & Optimization (PP&O) Certification Training

## Course Overview

Our 5-day instructor-led ITIL® Planning, Protection and Optimization (PPO) training and certification boot camp in Washington, DC Metro, Tysons Corner, VA, Columbia, MD or Live Online is designed to provide students with the necessary knowledge and skills to better understand ITIL® processes and roles related to Service Management. In addition, students will be led through all the exam objectives so that they are fully prepared to handle the PPO certification exam at the end of the 5-day course.

## Course Outline

### PPO

- Processes
- Service Design's Purpose, Value and Objectives
- Lifecycle within Context of PPO
- SD Scope and Flow
- Service and Business Requirements
- Business Drivers
- SD Business Value
- SD as Comprehensive and Integrated
- SD Policy, Direction and Strategy
- Design Performance Optimization
- Design Coordination Process Purpose, Objectives, Scope and Business Value

## Managing Demand

- Objectives, Purpose and Scope
- The Business Value of Demand Management
- Basic Concepts, Principles and Policies
- Best Practices for Demand Management
- Inputs, Outputs and Triggers
- Processing Interfaces
- Managing Information
- CSFs and KPIs
- Common Risks and Challenges
- Roles and Responsibilities

## Managing Capacity

- Purpose, Objectives and Scope
- Business Value of Capacity Management
- Basic Concepts Principles and Policies
- Common Techniques
- Inputs, Outputs and Triggers
- Common Process Interfaces
- Information Management within Capacity Management
- CSFs and KPIs
- Typical Risks and Challenges
- Roles and Responsibilities

## Managing Availability

- Objectives, Purpose, Scope and Business Value of Availability Management
- Concepts, Principles and Policies
- Critical Business Functions
- Common Methods for Managing Availability
- Inputs, Outputs and Triggers
- Process Interfaces
- Information Management
- CSFs and KPIs
- The Challenges, Risks, Roles and Responsibilities

## IT Service Continuity Management (ITSCM)

- Objectives, Purpose and Scope
- ITSCM Business Value
- Basic Policies Principles and Activities
- Process Interfaces
- Information Management
- CSFs and KPIs
- Risks, Challenges, Roles and Responsibilities

## Managing InfoSec

- ISM Scope, Objectives and Value
- ISM Policies, Techniques and Triggers
- Interfaces for Process
- Information Management
- CSFs and KPIs
- Common Roles and Challenges of ISM

## Considerations for Technology and Implementation

- Best Practices for Implementation
- Common Technology Requirements for SD
- Architectures for Management and Technology
- SD Tools and Technology
- Service Management Tools – Planning for and Implementing
- Risks, Challenges and CSFs

## Exam Information

You can use the ITIL Intermediate voucher on any ITIL Lifecycle or Capability exam.

### Details:

- Number of Questions: 8
- Passing Score: 70% (28/40)
- Duration: 90 minutes
- Format: multiple choice, scenario-based and gradient scored
- Delivery: Pearson VUE

### Objectives:

- Capacity Management
- Availability Management
- IT Service Continuity Management
- Information Security Management
- Demand Management
- Roles and Responsibilities of Planning, Protection and Optimization
- Considerations for Technology and Implementation

Phoenix TS is an authorized testing center for Pearson VUE and Prometric exams. To register for exams visit the Pearson VUE or Prometric websites or call us at **(240) 667-7757**.

## **ITIL® Capability - Planning, Protection & Optimization Certification Training FAQs**

### **Who should attend this training?**

Network Support Personnel, Security Administrators, Security Managers, and Business Managers

### **What is the recommended experience for this training?**

Students should have an ITIL Foundation certification and at least two to four years in IT service management.

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Starting at **\$2,750**

### **ATTENTION**

For GSA pricing or Contractor quotes call

[240.667.7757](tel:240.667.7757)



## Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

## Included in this **ITIL® Capability - Planning, Protection & Optimization (PP&O) Certification Training**

- 5 days instructor-led training
- ITIL® Capability - Planning, Protection & Optimization (PP&O) Certification Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class\*
- Tea, coffee and soda available throughout the day\*
- Freshly baked cookies every afternoon\*