



ITIL® Planning, Protection and Optimization (PPO)

Course Syllabus (v1.1)

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1. Course Description

The PPO course builds on the general principles covered as part of the ITIL Foundation course. A challenge for service providers is understanding and setting clear expectations for the delivery of services with the business. Through Service Level Management, service level requirements are defined, negotiated and agreed to with the customer. IT commits to the customer to deliver a required level of service availability, capacity, demand, continuity and security. To ensure that services are designed, delivered and managed to meet the utility ('fit for use') and warranty ('fit for purpose') expectations of the customer, IT organizations must implement ITIL PPO best practices. This course covers in-depth, those aspects of IT Service Management needed to introduce or improve an organization's capabilities as an integral part of the overall business-focused Service Management framework.

2. Course Duration

This is an intensive five-day course that includes the official certification exam.

3. What You Will Learn

The Planning, Protection & Optimization course focuses on the process activities and their interrelationships. This course has a number of study units with practical application to reinforce the knowledge gained. These include:

The Service Lifecycle and Service Management as a Practice:

Understand the Service Lifecycle and the objectives and business value for each phase in the lifecycle; understand and articulate "service" and be able to explain the concept of Service Management as a practice

Planning, Protection & Optimization Principles:

Understand the common Service Strategy (SS) / Service Design (SD) principles and guidelines that will influence the performance of the PPO processes

Planning, Protection & Optimization Processes:

Understand and articulate the activities of the PPO processes. Other areas of discussion include triggers and relationships, challenges, critical success factors and risks, and metrics within each of the processes. The processes include:

- Demand Management
- Capacity Management
- Availability Management
- Information Security Management
- IT Service Continuity Management
- Service Management Technology



Understand the use of technology in supporting Service Management and the PPO processes and explore concepts that have an impact on its planning and implementation

Note: The emphasis of this course is on the process activities, their measurement, the interrelationships and roles and responsibilities; in-depth discussion of the management/control activities occurs in the Service Strategy and Service Design Lifecycle courses.

4. Prerequisites

- The ITIL Foundation Certification in IT Service Management or the v2 to v3 Foundation Bridge equivalent.
- Two to four years of professional experience within Service Management as well as defined experience in at least one of the PPO processes is highly desirable.

5. Student Responsibilities

The PPO course and exam are very challenging and it is recommended that students complete at least 21 hours of personal study by reviewing the Service Strategy and Service Design publications prior to the course start and allow for a minimum of 90 minutes of study per evening during the course.

Note: This ITIL book is not included with the course.

6. Professional Qualification

This course forms part of the ITIL Intermediate qualification program.

Successfully passing the 90 minute in-class exam, consisting of 8 complex, multi-part, multiple-choice, scenario-based, gradient-scored questions leads to the ITIL Intermediate Service Capability Certificate: Planning, Protection & Optimization. The pass mark is 70% (28/40) or more.

Successful completion of this course and exam provides 4 points of the necessary 15 'electives' to achieve the ITIL Expert™ certification (2 points for Foundation and 5 points for Managing Across the Life Cycle are mandatory).

Note: The Lifecycle course 'Service Design' and the Capability course 'Planning, Protection & Optimization' have a significant amount of overlap of topics. It is recommended that learners take one course or the other in order to acquire the points necessary for the award of ITIL Expert™ status. All points acquired will be credited.



7. Course Documentation

Each student will receive a full color course binder containing lecture notes, in-course exercises and answers, homework, practice questions and a practice exam. The ITIL Service Strategy and Service Design Key Element Guides will also be provided. All materials are distributed on the first day.

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