GAQM®
Global Association for Quality Management

ITIL® Planning, Protection & Optimisation

Course Outline

Prerequisites: Must be ITIL Foundation Certified

The ITIL Intermediate Qualification: Planning, Protection & Optimisation Certificate is a free-standing 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 Planning, Protection & Optimisation publication.

The ITIL Planning, protection and optimisation course is one of the four phases of the ITIL Capability cycle of courses. Where the ITIL Lifecycle courses concentrate on the processes themselves, these courses also concentrate on the Management angle of the ITIL Lifecycle.

Planning, protection and optimisation covers the purpose, objectives, value to the business, service design basics, scope and service design.s role within the ITIL Lifecycle and the role of design coordination to ensure that what we deliver to our organisations meets their requirements and supports the outcomes they need to achieve to be successful.

Individual Benefits

You will gain an understanding on how Planning, protection and optimisation forms the core of the Service Design stage of the ITIL Lifecycle and works to try and ensure that designs meet organisational requirements (both now and in the future) and support the outcomes the organisation needs to achieve to be considered successful, PPO is also an important course for Compliance Managers to ensure security policies are aligned with business requirements and security continuity plans are aligned with business continuity plans

It will also become apparent from the training that any flaws in the service design activities will inevitably lead to a service that fails to meet the organisational needs and requirements, resulting in the need for remedial work being undertaken within the production environment, leading to dissatisfaction from the organisation, and additional workload for IT in trying to correct the design faults that exist.

By having a better understanding of the best-practice framework, and in this particular course, Planning, protection and optimisation, it will enable you to identify areas for improvement back at the workplace, and allow you to develop your current role further, and help you do your job better.The reward being advancement within your company and a potential to increase your salary!

What Modules are covered?

PPO01: Introduction

PPO02: Introduction to PPO

PPO03: Capacity Management

PPO04: Availability Management

PPO05: IT Service Continuity Management

PPO06: Information Security Management

PPO07: Demand Management

PPO08: Roles and Responsibilities

PPO09: Technology Consideration

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