# Planning, Protection & Optimisation - SPO

## ITIL® - Planning, Protection & Optimisation

Leading to ITIL® Intermediate Certificate in Planning, Protection & Optimisation

Duration: 90 or 150 day license
Pre-requisites: None
Delivery Methods: Self-Paced On-line

### Course Overview

ITIL® (Information Technology Infrastructure Library) is the most widely accepted approach to IT service management best practice.

- Study online at your own pace
- 90 or 150 days online access
- Fully accredited by Loyalist Certification Services
- Includes videos, quizzes, exercises, study guides and official syllabus and sample exams
- Exam Voucher
- Tutor support available via email
- Exam value: 4 ITIL credits

### Course Content

- 8 Modules, divided into easy to absorb lessons
- Study duration: 30 hours mandatory study, also 12 hours self-study with the Service Design and Service Strategy core volumes is recommended

Topics include:

- Introduction to Planning, Protection and Optimisation
- PPO processes:
  - Capacity Management
  - Availability Management
  - IT Service Continuity Management
  - Information Security Management

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- o        Demand Management
- PPO roles and responsibilities
- Technology and implementation considerations
- Preparing for the exam

The license will start from the date you receive your login and password.

**Knowledge Objectives**

- Build 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

**Exam**

This course prepares participants to sit an online examination leading to the ITIL Intermediate Certificate: Planning Protection & Optimisation. The 90-minute exam consists of eight multiple choice, scenario-based, gradient scored questions. A passing mark of 70% is required to receive your certificate (4 ITIL credits).

**Target Group**

Capacity Managers, Availability Managers, IT Service Continuity Managers, Disaster Recovery managers, IT Security Managers, IT Risk Managers.  Any IT professional involved with the processes:

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

**Prior Knowledge**

You must hold a current ITIL Foundation certificate and provide us with a copy prior to the course starting.

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