

ITIL® Intermediate: Planning, Protection and Optimization

Capacity, Availability, IT Service Continuity, Information Security and Demand Management

This course takes a detailed look at some of the processes described in Service Design and Service Strategy and examines each process in terms of the day-to-day operation of the ITIL process and focuses on the practical application of PPO practices.

Delivery:	e-Learning	Mock Exam:	Included in Course (x2)
Certificate:	Examination (included)	Duration:	30 hours self-paced
Accredited By:	PeopleCert	Language:	English

Course Overview

The ITIL Planning, Protection and Optimization qualification is one of four ITIL Service Capability Courses and will provide you with guidance that focusses on the practical application of PPO practices in order to enable capacity, availability, IT service continuity, information security and demand management.

There are two objectives of this course. The first is to gain an introductory overview of the Service management lifecycle, its key processes, roles etc. You also want to pass the exam! It is the aim of the course to satisfy both.

Who Should Take This Course?

This course will be of benefit to any IT professional who needs to understand the concepts and activities of ITIL Planning, Protection and Optimization at management level. I will also benefit operational staff involved in capacity management, availability management, ITSCM, information security management, and demand management, and who wish to enhance their role-based capabilities.

Examination

This is a multiple choice exam consisting of eight scenario-based questions.

Each question is gradient scored, meaning that you will have four answer options to choose from, and each answer will either be worth five marks, three marks, one mark, or zero marks.

You will have 90 minutes to complete the exam.

The exam is closed book - you cannot make use of any resources or materials during the exam.

There are a maximum of 40 potential marks in this exam; to pass you must get at least 28 out of 40 marks correct (70%).

Accreditation

This course has been accredited by PeopleCert, who are licensed by AXELOS as an Examination Institute for the ITIL® Release, Control and Validation Certificate in IT Service Management.

