

ITIL® INTERMEDIATE CAPABILITY: Planning, Protections & Optimization

The New 4 Days ITIL PPO training is about ensuring services are designed correctly and making sure they are there when required. Concentrating within the Design phase of the lifecycle the course focuses on Availability, Capacity, Service Continuity, Demand and Information Security Management.

Who is PPO(Planning, Protections & Optimization) for?

The course & certification are suitable for any IT professional improving the services through the planning & optimizing processes/activities. This includes (but not restricted to) Design coordinators, Analysts, Capacity/ Availability Managers, Change Managers, Security Managers, Security Administrators/Analysts, Business /IT Continuity Managers, Service Portfolio Managers, Supplier/ Contract Managers et al

Benefits

The delegates will be able to demonstrate an ability and competency to manage the design of resilient, secure and available services.

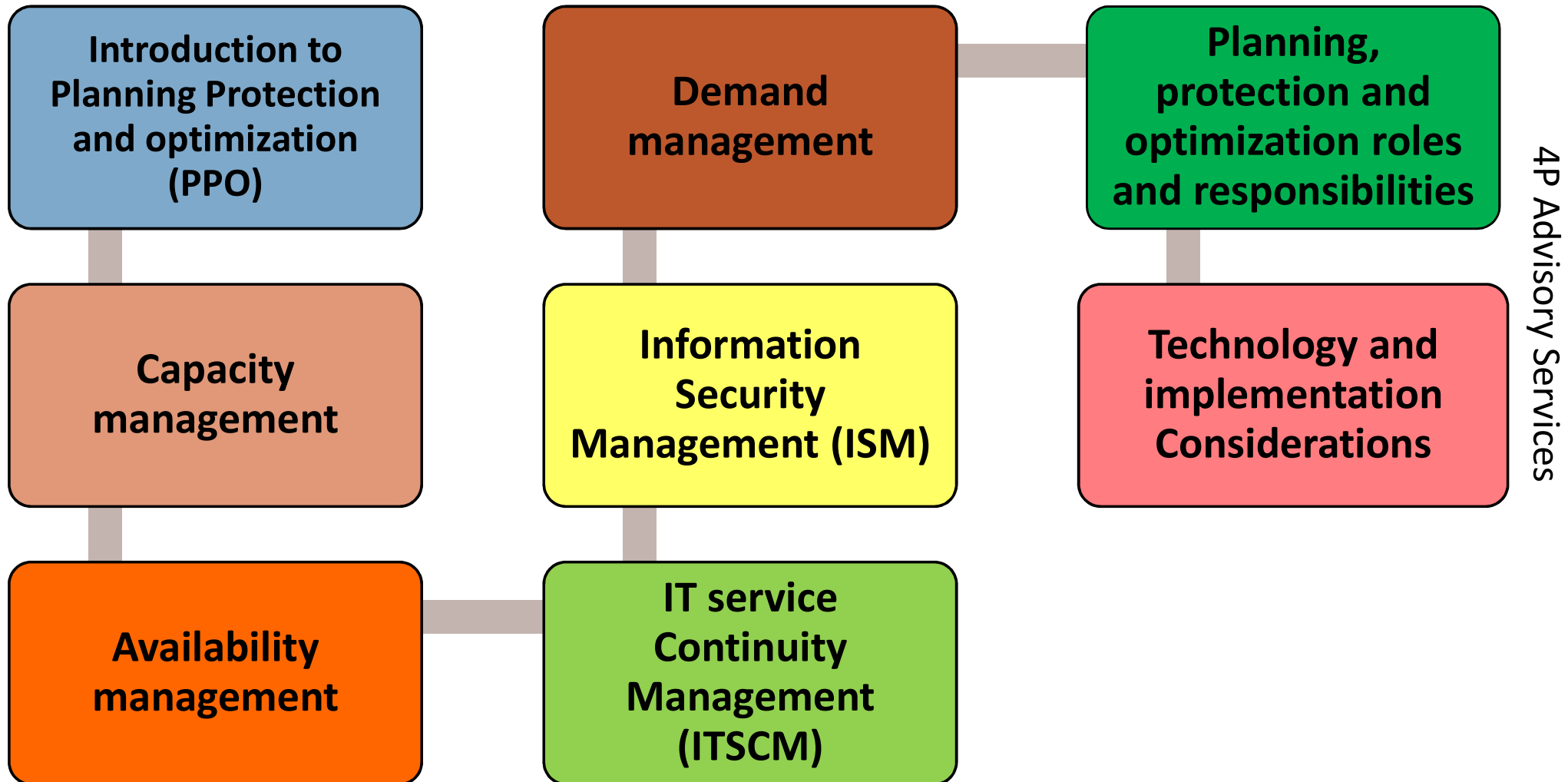
The benefits of those services by increasing the success rate for delivering change will be maximized.

learn about aspects of service management related to designing; resilience; redundancy; and capacity needs.

Being in the know on PPO will ensure that the planning optimizing of the delivery of services, together with the reduction of the risks, negatively affecting the services

Delegates will understand the various metrics, roles and responsibilities to plan & optimize and protect IT services.

Course Outline



Prerequisites for the EXAM

- ITIL Foundation Certificate in IT Service Management
- Completion of an Accredited course from an ITIL Accredited Training Provider

4 Credit Points
towards the
ITIL Expert
qualification

Exam Details

- Eight (8) multiple choice, scenario-based, gradient-scored questions. Each question will have 4 possible answer options, one which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks
- Closed Book
- Pass Mark : 70% (28 out of 40)
- Exam duration : 90 minutes

****Pre-Exam registration required.***



Join NOW!

>>Contact: info@4pa.in