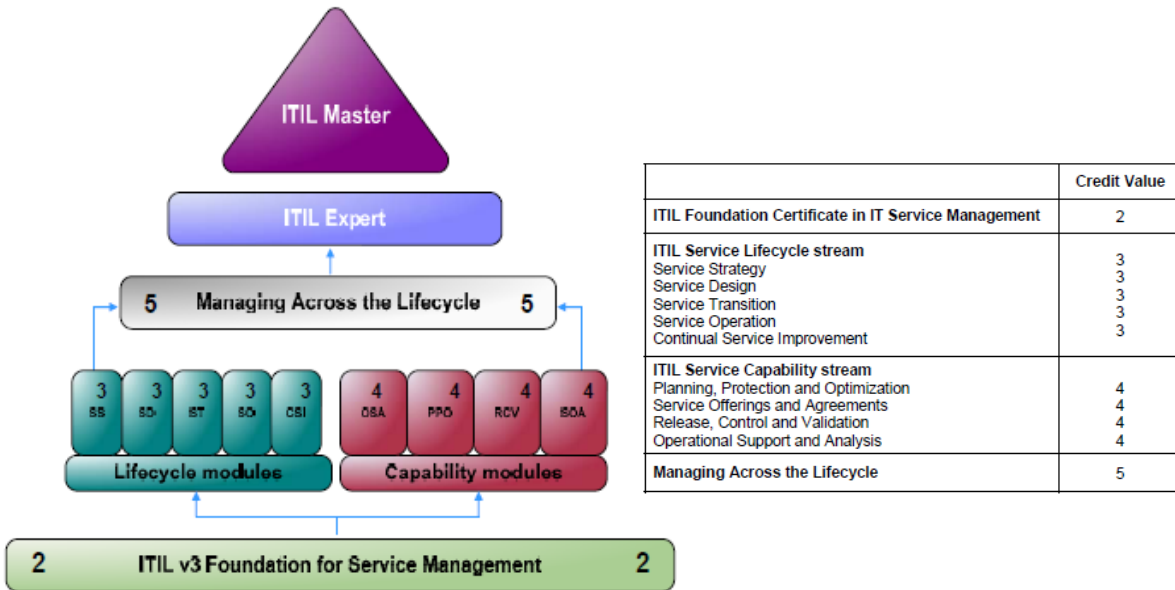


ITIL® CERTIFICATE IN PLANNING, PROTECTION AND OPTIMIZATION

The ITIL® Certificate in Planning, Protection & Optimization is intended to enable the holders of the certificate to the ITIL® Foundation certificate in IT Service Management to apply the practices in resolution and support of the Service Management lifecycle.

Figure 2 - V3 credit assignment



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Target Group

The target group of the ITIL® Certificate in Planning, Protection & Optimization is:

- Individuals who have attained the V3 ITIL Foundation certificate in Service Management, or the V3 Foundation Bridge certificate and who wish to advance to higher level ITIL certifications.
- Individuals who require a deep understanding of ITIL® Certificate in Planning, Protection & Optimization processes and how it may be used to enhance the quality of IT service support within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL® who need to be informed about and thereafter contribute to an ongoing service improvement programme
- Operational staff involved in Planning, Protection and Optimization, specifically, Capacity Management, Availability Management, ITSCM, Information Security Management, Demand Management, Risk Management, who wish to enhance their role-based capabilities.



This may include but is not limited to, IT professionals, business managers and business process Owners.

Learning Objectives

Candidates can expect to gain competencies in the following practice areas upon successful completion of the education and examination components related to this certification:

- Service Management as a Practice
- Processes across the Service Lifecycle pertaining to the practice elements within Planning, Protection & Optimization
- Capacity management as a capability to realise successful service design
- Availability management as a capability to realise successful service design
- IT Service Continuity Management as a capability to support overall Business Continuity Management
- Information security management as part of the overall corporate governance framework
- Common Service Operation activities related to Planning, Protection & Optimization
- Organizing for Service Operation which describe functions to be performed within Planning, Protection & Optimization
- Planning, Protection & Optimization roles and responsibilities
- Technology and Implementation Considerations
- Challenges, Critical Success Factors and risks
- Continuous Service Improvement as a consequence of effective Planning, Protection & Optimization

Prerequisite Entry Criteria

Candidates wishing to attend an accredited ITIL® Certificate in Planning, Protection & Optimization shall:

- Hold an ITIL® V3 Foundation certificate in IT Service Management, or V2 Foundation Bridge certificate.
- Demonstrate familiarity with IT terminology and understand the context of Planning, Protection & Optimization management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - o Capacity Management Process
 - o Availability Management Process
 - o ITSCM Process
 - o Information Security Management Process
 - o Demand Management Process
 - o Risk Management For Service Planning, Protection & Optimization

It is strongly recommended that candidates read the ITIL Service Lifecycle core publications in advance of attending training for the certification.

Eligibility for Examination

To be eligible for the examination leading to an accredited ITIL® Certificate in Planning, Protection & Optimization, the candidate must fill the following requirements:



- Have completed at least 30 hours of study with an accredited training provider for this syllabus
- Demonstrate 2 to 4 years professional experience on the ITSM market place;
- Have completed at a minimum 12 hours of personal study. Candidates will require access to all five of the ITIL Service Management Practice core lifecycle publications.

Syllabus

Candidates for the ITIL® Planning, Protection & Optimization certificate must have to complete all 11 course modules and successfully pass the corresponding examination to achieve accreditation.

The units cover the topics listed.

1. Introduction

This unit enables the candidate to understand, analyse and discuss the importance of Service Capability Stream: Planning, Protection & Optimization in the context of the Service Lifecycle.

2. Capacity Management

This unit enables the candidate to understand, analyse and discuss how capacity management should be conducted to contribute to quality assurance for introducing services that are fit-for-purpose and fit-for-use.

3. Availability Management

This unit enables the candidate to understand, analyse and discuss how capacity management should be conducted to contribute to quality assurance for introducing services that are fit-for-purpose and fit-for-use.

4. IT Service Continuity Management

This unit enables the candidate to understand, analyse and discuss how ITSC management should be conducted to contribute to quality assurance for introducing services that are fit-for-purpose and fit-for-use.

5. Information Security Management

This unit enables the candidate to understand, analyse and discuss how Information Security Management should be conducted to contribute to quality assurance for introducing services that are fit-for-purpose and fit-for use.

6. Demand Management

This unit enables the candidate to understand, analyse and discuss how Demand Management should be conducted to contribute to quality assurance for introducing services that are fit-for-purpose and fit-for-use.

7. Risk Management

This unit enables the candidate to understand, analyse and discuss how Challenges, Critical Success Factors and risks contribute to the practice elements within Planning, Protection & Optimization.

8. Planning, Protection & Optimization Roles and Responsibilities (complete)



This unit enables the candidate to understand, analyse and discuss how Service roles and responsibilities contribute to Planning, Protection & Optimization.

9. Technology and Implementation Considerations

This unit enables the candidate to understand, analyse and discuss technology implementation as part of implementing service management practices and processes, and what are the special technology functions and features related to Planning, Protection & Optimization elements.

10. Common service activities

This unit enables the candidate to understand, analyse and discuss a set of operations activities performed in day-to-day service operations to ensure the technology is aligned with the overall service and process objectives.

11. Continual Service Improvement

This unit enables the candidate to understand, analyse and discuss continual service improvement throughout the entire service lifecycle.

Format of the Examination

This syllabus has an accompanying examination with must be passed for the candidate to achieve

the ITIL® Certificate in Planning, Protection & Optimization.

Type Nine (9) Complex ,multi-part, multiple choice scenario-based gradient scored questions

Duration Maximum **90** minutes for all candidates in their respective language (candidates sitting the examination in English when it is not their first language are allowed to use a dictionary)

Prerequisite ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of a PP&O course from and ITIL Accredited Training Provider

Examination Format

This syllabus has an accompanying examination with must be passed for the candidate to achieve the ITIL® Certificate in Planning, Protection & Optimization.

Exam Type: Nine (9) Complex ,multi-part, multiple choice scenario-based gradient scored questions Duration Maximum **90** minutes

Prerequisite: ITIL v3 Foundation Certificate or ITIL v2 Foundation plus Bridge Certificate and completion of a PP&O Course from and ITIL Accredited Training Provider.

Supervised: Yes

Open Book: No

Pass Score: 65% (6 of 9)

Distinction Score: 75% (7 of 9)

Paper Based Examination



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