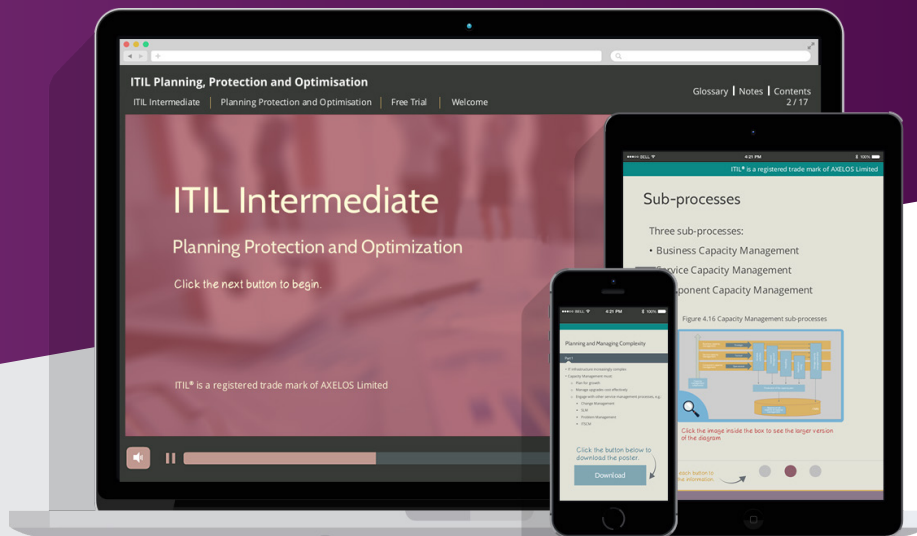


# ITIL® PLANNING, PROTECTION & OPTIMIZATION (PPO)



## CREDITS AWARDED

4

## DURATION

30+ hours

## DELIVERY FORMAT

Online eLearning and offline app

## ACCESS

6 Months

## ACCREDITED BY

PeopleCert

## EXAM TYPE

Closed book multiple choice. FREE PeopleCert exam voucher included as well as mock exams and quizzes concluding each module.

## PREREQUISITES

ITIL® Foundation

## LANGUAGE

English



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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.

## WHO SHOULD TAKE THIS COURSE

This course will be of benefit to any IT professional who needs to understand the concepts of ITIL Planning, Protection and Optimization at management level.

It 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.

## ABOUT THIS COURSE

Study for a qualification in ITIL Planning, Protection and Optimization (PPO) by taking an online training course from Good e-Learning!

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.

## ACCREDITATION

This course has been accredited by **PeopleCert**, who are licensed by AXELOS as an Examination Institute for the ITIL® Planning, Protection & Optimization Certificate in IT Service Management.

**PeopleCert**®

All talents, certified.

## IS THERE AN EXAM?

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%).