



## ITpreneurs' ITIL Blended Planning, Protection, and Capability Course

Mastering ITIL Intermediate courses requires IT professionals to obtain a great insight into the ITIL body of knowledge and to learn how to apply ITIL in real life.

ITpreneurs' blended Planning, Protecting, and Optimization (PPO) training course uses an optimal mix of training methods to achieve this result in a way that is most convenient, effective, and economical to learners.

Learners obtain the “**knowing**” component of the course by completing 10 hours of self-paced e-learning in their own time and at their own pace.

After completing the e-learning component of the course, the program taps into the natural strengths of the classroom. In 2.5 days, learners are provided with a safe environment where they can learn to “**apply**” their knowledge through a combination of case studies, assignments, and role plays.

*Thinking beyond the traditional classroom “box” and presenting students with an optimal mix of learning methods*

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**ITL9331-B**  
**ITL9331-VC-B**  
Blended  
ITIL® Planning,  
Protection,  
and  
Optimization  
Capability  
Course

**Certificate:**  
ITIL® Planning,  
Protection, and  
Optimization  
Capability  
**Duration:**  
2.5 days (virtual  
classroom)  
10 hours self-paced  
e-learning  
**Course Delivery:**  
(Virtual) Classroom  
E-learning  
**Languages:**  
English  
**Credits:**  
4 Credits to ITIL  
Expert  
PMI® PDUs:  
30

## Course Description

This ITIL Intermediate course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Planning, Protection, and Optimization of services. The main focus of this course is on operational-level process activities and supporting methods and approaches to execute these processes in a practical, hands-on learning environment. This course uses an optimal mix of learning methods to provide learners with the most effective way to build their ITIL knowledge with respect to Planning, Protection, and Optimization and to apply this knowledge in real life. Learners can complete e-learning modules on their own time to build their knowledge and then participate in interactive classroom or virtual classroom sessions to apply this knowledge in practice.

## Audience

The Planning, Protection, and Optimization Capability course will be of interest to:

- Individuals who have their ITIL Foundation certificate and want to pursue the Intermediate and Advanced level ITIL certifications.
- Individuals who require a deeper understanding of the Planning, Protection, and Optimization processes, their use, and their implementation to enhance the quality of IT service support within an organization. For example, operational staff involved in Capacity Management, Availability Management, IT Service Continuity Management, Information Security Management, Demand Management, and Risk Management.
- IT professionals involved in IT Service Management implementation and improvement programs.
- Typical roles, including (but not restricted to) IT professionals, IT/business managers, IT/business process owners, and IT practitioners.

## Learning Objectives

On completing this course and examination, the learner will gain competencies in:

- Understanding Service Management as a practice and how the processes within Planning, Protection, and Optimization support the Service Lifecycle.
- Knowing the important role of Planning, Protection, and Optimization in service provision and understanding how the in-scope processes interact with other Service Lifecycle processes.
- Comprehending the activities, methods, and functions used in each of the Planning, Protection, and Optimization processes.
- Knowing how to apply Planning, Protection, and Optimization processes, activities, and functions to achieve operational excellence.
- Measuring Planning, Protection, and Optimization performance.
- Understanding the importance of IT security and how it supports Planning, Protection, and Optimization.
- Understanding technology and implementation requirements in support of Planning, Protection, and Optimization.
- Comprehending the challenges, Critical Success Factors, and risks related to Planning, Protection, and Optimization.

## Practical Information About the Course

- A maximum of 18 people can attend this course with 1 instructor; more students require a second instructor.
- Learners have to provide their ITIL certificate numbers before the start of the course.
- Learners are expected to complete the e-learning modules prior to joining the classroom/virtual classroom sessions as the classroom sessions build upon the knowledge provided in the e-learning modules.
- Classroom/virtual classroom sessions run from 08:00 – 5:00 on days 1 and 2. The third day ends at 12:00.
- After the classroom sessions, there is one more e-learning module to complete; this is the exam preparation module.
- The exam can be scheduled at a time and date convenient to learners after the (virtual) classroom sessions.
- The e-learning modules and virtual classroom environment require a high-speed Internet connection, Internet



# Course Factsheet

Explorer 7.0 or higher, a headset, and a microphone.

- The instructor is available throughout the program to support learners with their e-learning modules. The instructor can be reached via telephone or e-mail.

## Prerequisites

Candidates for this course must:

- Hold an ITIL Foundation certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: ITIL v2, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years' professional experience working in IT Service Management is highly desirable.
- It is also strongly recommended that candidates:
  - Can demonstrate familiarity with IT terminology; understanding the context of Planning, Protection, and Optimization management in their own business environment is strongly recommended.
  - Have exposure working in the Service Management capacity within a service provider environment, with responsibility emphasizing at least one of the following management processes:
    - Capacity Management, Availability Management, IT Service Continuity Management (ITSCM), Information Security Management, and Demand Management
- It is recommended that learners should complete at least 12 hours of personal study by reviewing the syllabus and the associated areas of the ITIL Service Management practice core guidance, particularly the Service Design publication, in preparation for the examination. The syllabus can be downloaded from <http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>.

## Course Learner Material

- Learners receive a copy of the classroom presentation material, practice exam, case study, homework, and assignments.
- Learners receive a PDF with additional course reference material (about 600 pages). This material is formatted for an e-reader/iPad/computer, allowing students to read it as an e-book.
- Learners receive a login and password for the e-learning modules a few weeks before the (virtual) classroom course starts. The e-learning materials are available for 2 years after completion of the course.

## About the Examination:

- Evidence of ITIL Foundation certificate and completion of the Planning, Protecting and Optimization course from an Accredited Training Provider is required to sit for the exam.
- The exam is a closed-book exam with eight (8) multiple-choice, scenario-based, gradient-scored questions.
- The exam duration is a maximum of 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first are allowed a maximum of 120 minutes and the use of a dictionary).
- Each question has 4 possible answer options; one that is worth 5 marks, one that is worth 3 marks, one that is worth 1 mark, and one that is a distracter and receives no marks.
- The pass score is 28/40 or 70%.

## Credits

- On successfully passing the ITIL Planning, Protection, and Optimization Capability exam, the learner will be recognized with 4 credits in the ITIL Qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 30





# Course Factsheet

## Agenda:

| E-Learning   | (Virtual) Classroom        |                                     |  | E-Learning   |
|--|----------------------------|-------------------------------------|--|--|
|  | Day 1                      | Day 2                               | Day 3  |  |
| 6 hours of self-paced, instructor-supported e-learning | 1. Introduction            | 4. Availability Management          | 8. Challenges, Critical Success Factors, and Risks | 4 hours of self-paced, instructor-supported e-learning |
|  | 2. Service Management      | 5. IT Service Continuity Management | 9. Technology and Implementation Considerations    |  |
|  | 3. Capacity Management     |                                     |  |  |
| <b>Lunch</b>   |                            |                                     |  |  |
|  | 3. Capacity Management     | 5. IT Service Continuity Management |  |  |
|  | 4. Availability Management | 6. Information Security management  |  |  |
|  |                            | 7. Demand Management                |  |  |
| <b>Homework</b>  |                            |                                     |  |  |
|  |                            |                                     |  |  |

### ITpreneurs Training Material Accreditation Status



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