

Curso ITILPPO - ITIL Capability: Planning, Protection And Optimisation (PPO)

30,00 Horas

Introdução

ITIL® 2011 edition is comprised of five core publications: Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement, promoting alignment with the business as well as improving operational efficiency. The official ITIL® qualification scheme describes two streams, the Service Lifecycle Stream and the Service Capability stream.

The ITIL® PPO (Planning, Protection and Optimization) course is part of the ITIL® Intermediate Capability certification stream. The course prepares candidates to take the ITIL® Planning, Protection and Optimization Intermediate exam as well as proving valuable knowledge that can be implemented in the workplace.

Público-alvo

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in Planning, Protection and Optimization cluster of processes and functions

Quando completar o curso

Upon successfully achieving the ITIL Planning, Protection and Optimization certificate, students earn 4 credits in the ITIL® qualification scheme. Project Management Institute –Professional Development Units (PDUs) = 35

Pré-requisitos

An ITIL Foundation certificate and preferably two years work experience in an IT Service Management environment.

Exames

Multiple choice, scenario-based, gradient scored questions.

Number of Questions: 8

Pass Score: 28/40 or 70%

Exam Duration: 90 minutes

Conteúdo em detalhe

At the end of this course, you will learn:

- The concept of Service Management as a practice
- The functions and processes across the Lifecycle
- The purpose, goal and objectives of Availability Management
- The purpose, goal and objectives of Capacity Management

The purpose, goal and objectives of IT Service Continuity Management

The purpose, goal and objectives of Information Security Management

The purpose, goal and objectives of Demand Management

Technology Implementation considerations