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ITIL® Planning, Protection & Optimization (PPO) Video Training Guide



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Document Information

► Texts with this treatment are Alerts, and indicate important concepts.

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ITIL® eTrainer

Mentored Learning Video Training Program

Although this online, web-based course is available to you 24 hours a day, 7 days a week over the span of your license, you must exercise the same diligence and discipline as though you were sitting in a classroom program. The following training plan was designed to help you complete the video, reading and testing components of this ITIL certification program in an orderly fashion.

Step #1 - Locate the Important Documents Included within your Video Training Program

Please make note of four very important printable documents that are included with your course. If you have difficulty with the printing options please reach out to support@itsmsolutions.com for assistance.

- **Student Manual & Study Guide** – Chapter 1's table of contents of contains a copy of the student manual. The manual includes the instructor slides with amplifying information for each slide, the course syllabus, a glossary along with other support documents. Each video module also includes a student **Study Guide** which can be used to take notes throughout the training program.
- **Syllabus** – The syllabus for each class is located at the back of the student manual.
- **Checkpoint Booklet** – The checkpoint guide provides two very different types of study aids to the student. The multiple-choice quiz helps instill the terminology and knowledge of the subject area while the scenario based exercises help expand the knowledge gained to fit the context of the overall business environment.
- **Sample Exams** – The last section of each course contains sample exams provided by the official accreditor for those students looking to sit the actual certification exam.

Step #2 - Purchase and read a copy of the ITIL Core Book associated with the classes you are taking

Although not mandatory to sit for the exam, the accreditor strongly recommends that students purchase and read a copy of the ITIL Core book associated with the class being purchased. The reading of the ITIL book will help students prepare for the exam in addition to helping them understand how to apply what they just learned in a real-world environment, ITIL core books can be purchased from our book store @ <http://www.itgovernanceusa.com/category/291.aspx> or at amazon.com

Step #3 - Join our Online Mentoring Community & Sign Up for our Continuing Education Newsletter

The first step in establishing a connection to the mentoring community is to become a member of the LinkedIn Group “My ITSM Mentoring Community.” You can do this by going online to the professional networking community www.Linkedin.com, registering as a member (if you are not already a member), and joining the group [My ITSM Mentoring Community™](#). You may go directly to the group by clicking on the “Mentoring Community” link just below the “Login” link on the opening page of the online Learning course.

Once you are a member you can post your questions on the discussion board. The discussion board is monitored daily (9 AM to 9PM Eastern Time) by our team of ITIL Expert Mentors along with other students taking the online training programs. This forum will enable you to get answers to any questions you might have as you go through the program you purchased.

Students should also [register](#) to receive our periodic Do IT Yourself (DITY) continuing education newsletter. Each newsletter provides practical guidance on the key topics associated with ITIL and ITSM. Missed an issue? The DITY™ archive contains all issues organized by topic. Select a topic of interest and browse our archive for all the back-issues.

Step #4 - Follow the Video Training Plan Listed Below

The training plan below outlines in order the reading, lectures and testing components a student must complete to successfully prepare for the exam. Please refer to them in the order shown below.

If you are attending a scheduled **classroom or blended learning program**, please follow the schedule outlined by your training provider. If you are taking a **remote program**, feel free to set up a training schedule that aligns best with personal and professional schedules.

1. Read the Syllabus Sections Identified in the Video Training Plan
This will help you become familiar with the exam qualification scheme
2. Read the Core Publication Sections Identified in the Video Training Plan
While reading the core books is not mandatory to sit for the exam, the syllabus strongly recommends it as part of it's prerequisite entry criteria
3. Watch the Video Lectures and Reach out to the Community with Questions
Watch the instructor lectures on video, refer to the student manual for amplifying information, reach out to the community with questions, take notes in the workbook & complete all module exams & checkpoints until you score an 80% or higher
4. Take the Sample Exams to Understand your Exam Readiness
Review relevant videos & courseware to shore up problem areas. Reach out to the mentoring community for exam taking advice. Work with the training provider to schedule your exam when you have scored an 80% or higher on the sample exams

ITIL® Planning Protection & Optimization (PPO) Video Training Guide

For each section listed, read the syllabus first followed by the core book section then the video training program

Self-Paced Training Schedule (set by the student)	Chapter/Lesson/Topic	Read the Syllabus	Read the SS, ST, SO & SD core ITIL book sections listed below (optional but highly recommended)	Watch Videos	Section Complete √
				Take Notes in Workbook	
				Refer to Courseware for Amplifying Text	
				Complete End of Chapter Quizzes and Checkpoints	
Dates	Chapter 1: Course Introduction	Section #	Section #	Video #	
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 1 Course Organization			1.0	
	Welcome to the Course!	n/a	n/a	1.1	
	Mentoring Community Introductions	n/a	n/a	1.2	
	Why Are You Here?	n/a	n/a	1.3	
	Using Bloom's Taxonomy	n/a	n/a	1.4	
	What do you Expect?	n/a	n/a	1.5	
	Housekeeping Online	n/a	n/a	1.6	
	Lesson 2 Course Conventions & Agenda			2.0	
	Conventions Used	n/a	n/a	2.1	
	Quizzes & Exercises	n/a	n/a	2.2	
	ITIL Qualification Scheme	n/a	n/a	2.3	
	ITIL Intermediate Exams	n/a	n/a	2.4	
	Getting Started with an Online Class	n/a	n/a	2.5	
	End of Chapter Quiz	n/a	n/a	2.6	
	Chapter 2: PPO Introduction				
	Objectives	n/a	n/a	In Student Courseware	
	Terms-to-Know	n/a	n/a	In Student Courseware	
	Lesson 3 Introduction to PPO			1.0	
	The Service Lifecycle	PPO01	SD 1.2	1.1	
	Managing Across the Lifecycle	PPO01	SD 1.2	1,2	
	Purpose, Goals & Objectives of Service Design	PPO01	SD 1.1	1.3	
	Scope of Service Design	PPO01	SD 3.1	1.4	
	Value of Service Design	PPO01	SD 3.1	1.5	
	Planning, Protection & Optimization	PPO01	SD 3.1	1.6	
	The Context of Service Design	PPO01	SD 3.1	1.7	
	Conceptual Framework	PPO01	SD 3.1	1.8	
	Principles & Processes	PPO01	SD 3.1	1.9	
	Lesson 4 Principles of Service Design			2.0	
	Principles of Service Design	PPO01	SD 3.1	2.1	

Designing Service Solutions	PPO01	SD 3.1	2.2
Planning	PPO01	SD 3.1	2.3
Design Coordination Overview	PPO01	SD 4.1.6.4	2.4
Service Design Package	PPO01	SD 3.1	2.5
Requirements	PPO01	SD 3.1	2.6
Management Systems	PPO01	SD 3.1	2.7
Architecture & Technology Design	PPO01	SD 3.1	2.8
Design Support Processes	PPO01	SD 3.1	2.9
Design Measurement Systems	PPO01	SD 3.1	2.10
Metrics Tree	n/a	n/a	2.11
Protection	n/a	n/a	2.12
Continuity	n/a	n/a	2.13
Security	n/a	n/a	2.14
Optimization	n/a	n/a	2.15
Performance Tuning	n/a	n/a	2.16
Operational Process Support	n/a	n/a	2.17
Service Design Challenges & Risks	PPO08	SO, ST, SD 9.1, 9.2	2.18
Service Design Challenges	PPO08	SO, ST, SD 9.1	2.19
Service Design Risks	PPO08	SO, ST, SD 9.2	2.20
Service Design Critical Success Factors	PPO08	SO, ST, SD 9.3	2.21
PPO Process Across the Lifecycle	n/a	n/a	2.22
PPO Processes	n/a	n/a	2.23
Lesson 5 PPO Summary			3.0
Service Design Summary	n/a	n/a	3.1
Checkpoint Instructions	n/a	n/a	3.2
End of Chapter Quiz			
Chapter 2 Review	n/a	n/a	3.3
Chapter 3: PPO Processes			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 6 Availability Management			1.0
Introduction	PPO03	SD 4.4.1	1.1
Purpose, Goals & Objectives	PPO03	SD 4.4.1	1.2
Scope	PPO03	SD 4.4.2	1.3
Value to the Business	PPO03	SD 4.4.3	1.4
Concepts	PPO03	SD 4.4.4	1.5
Availability Focus	PPO03	SD 4.4.4	1.6
Activities	PPO03	SD 4.4.5	1.7
Reactive Activities	PPO03	SD 4.4.5	1.8
Monitoring	PPO03	SD 4.4.5	1.9
Measurement	PPO03	SD 4.4.5	1.10
Analysis	PPO03	SD 4.4.5	1.11
Expanded Incident Lifecycle	PPO03	SD 4.4.5	1.12

Availability Formulas	PPO03	SD 4.4.5	1.13
Service Failure Analysis (SFA)	PPO03	SD 4.4.5	1.14
SFA Structure	PPO03	SD 4.4.5	1.15
Reporting	PPO03	SD 4.4.5	1.16
Proactive Activities	PPO03	SD 4.4.5	1.17
Determine Availability Requirements	PPO03	SD 4.4.5	1.18
Availability Design Concepts	PPO03	SD 4.4.5	1.19
Design for Availability	PPO03	SD 4.4.5	1.20
Failure Analysis	PPO03	SD 4.4.5	1.21
SPoF Techniques	PPO03	SD 4.4.5	1.22
Fault Tree Analysis	PPO03	SD 4.4.5	1.23
Modeling	PPO03	SD 4.4.5	1.24
Risk Analysis & Management	PPO03	SD 4.4.5	1.25
Triggers, Inputs & Outputs	PPO03	SD 4.4.6	1.26
Relationships	PPO03	SD 4.4.6	1.27
Information	PPO03	SD 4.4.7	1.28
Critical Success Factors	PPO03	SD 4.4.8	1.29
Challenges & Risks	PPO03	SD 4.4.9	1.30
Availability Management Summary	n/a	n.a	1.31
Lesson 7 Capacity Management			2.0
Introduction	PPO02	SD 4.5.1	2.1
Objective	PPO02	SD 4.5.1	2.2
Scope	PPO02	SD 4.5.2	2.3
Value to the Business	PPO02	SD 4.5.3	2.4
Concepts	PPO02	SD 4.5.4	2.5
Activities	PPO02	SD 4.5.5	2.6
Sub-Process Areas	PPO02	SD 4.5.5	2.7
Underpinning Activities	PPO02	SD 4.5.5	2.8
Tuning & Optimization	PPO02	SD 4.5.5	2.9
Performance Tuning	PPO02	SD 4.5.5	2.10
Threshold Management & Control	PPO02	SD 4.5.5	2.11
Demand Management	PPO02	SD 4.5.5	2.12
Modeling & Trending	PPO02	SD 4.5.5	2.13
Application Sizing	PPO02	SD 4.5.5	2.14
Triggers, Inputs & Outputs	PPO02	SD 4.5.6	2.15
Relationships	PPO02	SD 4.5.6	2.2
Information	PPO02	SD 4.5.7	2.17
Critical Success Factors	PPO02	SD 4.5.8	2.18
Challenges.	PPO02	SD 4.5.9	2.19
Summary	n/a	n/a	2.20
Lesson 8 IT Service Continuity Management			3.0
Introduction	PPO04	SD 4.6.1	3.1
Objective	PPO04	SD 4.6.1	3.2

	Scope	PPO04	SD 4.6.2	3.3
	Value to the Business	PPO04	SD 4.6.3	3.4
	Concepts	PPO04	SD 4.6.4	3.5
	Activities	PPO04	SD 4.6.5	3.6
	Initiation	PPO04	SD 4.6.5	3.7
	Requirements & Strategy	PPO04	SD 4.6.5	3.8
	Business Impact Analysis	PPO04	SD 4.6.5	3.9
	Risk Analysis	PPO04	SD 4.6.5	3.10
	Strategy	PPO04	SD 4.6.5	3.11
	Implementation	PPO04	SD 4.6.5	3.12
	Organizational & Implementation Planning	PPO04	SD 4.6.5	3.13
	Testing	PPO04	SD 4.6.5	3.14
	Invocation	PPO04	SD 4.6.5	3.15
	On-going Operation	PPO04	SD 4.6.5	3.16
	Triggers, Inputs & Outputs	PPO04	SD 4.6.6	3.17
	Relationships	PPO04	SD 4.6.6	3.18
	Information	PPO04	SD 4.6.7	3.19
	CSFs	PPO04	SD 4.6.8	3.20
	Challenges	PPO04	SD 4.6.9	3.21
	Summary	n/a	n/a	3.22
	Lesson 9 Information Security Management			4.0
	Introduction	PPO05	SD 4.7.1	4.1
	Objective	PPO05	SD 4.7.1	4.2
	Scope	PPO05	SD 4.7.2	4.3
	Value to the Business	PPO05	SD 4.7.3	4.4
	Concepts	PPO05	SD 4.7.4	4.5
	Security Management Framework	PPO05	SD 4.7.4	4.6
	Activities	PPO05	SD 4.7.5	4.7
	Information Security Process	PPO05	SD 4.7.5	4.8
	Establish Information Security Policy	PPO05	SD 4.7.5	4.9
	Enforce Security Policy	PPO05	SD 4.7.5	4.1
	Assess & Classify Information Assets	PPO05	SD 4.7.5	4.11
	Security Controls & Risk Assessment	PPO05	SD 4.7.5	4.12
	Monitor & Manage Security Breach	PPO05	SD 4.7.5	4.13
	Analyze, Report & Reduce Impact	PPO05	SD 4.7.5	4.14
	Conduct Security Reviews & Audits	PPO05	SD 4.7.5	4.15
	Triggers, Inputs & Outputs	PPO05	SD 4.7.6	4.16
	Relationships	PPO05	SD 4.7.6	4.17
	Information	PPO05	SD 4.7.7	4.18
	Critical Success Factors	PPO05	SD 4.7.8	4.19
	Challenges	PPO05	SD 4.7.9	4.20
	Summary	n/a	n/a	4.21
	Lesson 10 Demand Management			5.0

Introduction	PPO06	SS 4.4.1	5.1
Objective	PPO06	SS 4.4.1	5.2
Scope	PPO06	SS 4.4.2	5.3
Value to the Business	PPO06	SS 4.4.3	5.4
Concepts	PPO06	SS 4.4.4	5.5
Activity-Based Demand Management	PPO06	SS 4.4.5	5.6
Business Activity Patterns	PPO06	SS 4.4.5	5.7
Patterns of Business Activity	PPO06	SS 4.4.5	5.8
User Profile	PPO06	SS 4.4.5	5.9
Matching UP to PBA	PPO06	SS 4.4.5	5.10
Demand Modeling	PPO06	SS 4.4.5	5.11
Managing Demand	PPO06	SS 4.4.5	5.12
Service Packages	PPO06	SS 4.4.5	5.13
Triggers, Inputs & Outputs	PPO06	SS 4.4.6	5.14
Relationships	PPO06	SS 4.4.6	5.15
Information	PPO06	SS 4.4.7	5.16
Critical Success Factors	PPO06	SS 4.4.8	5.17
Challenges & Risks	PPO06	SS 4.4.9	5.18
Summary	n/a	n/a	5.19
Lesson 11 PPO Process Summary			6.0
PPO Process Summary	n/a	n/a	6.1
Checkpoint Instructions	n/a	n/a	6.2
End of Chapter Quiz			
Chapter 3 Review	n/a	n/a	6.3
Chapter 4: Technology Organization & Implementation			
Objectives	n/a	n/a	In Student Courseware
Terms-to-Know	n/a	n/a	In Student Courseware
Lesson 12 Organizing for PPO			1.0
Who Does What to Whom?	n/a	n/a	1.1
The RACI Model	n/a	n/a	1.2
Functional Roles Analysis	n/a	n/a	1.3
Activity Analysis	n/a	n/a	1.4
Roles & Responsibilities	n/a	n/a	1.5
Service Owner	n/a	n/a	1.6
Process Owner	n/a	n/a	1.7
Process Manager	PPO07	SD 6.3.3	1.8
Process Practitioner	PPO07	SD 6.3.4	1.9
Availability Management	PPO07	SD 6.3.8.2	1.1
Capacity Management	PPO07	SD 6.3.9.2	1.11
Continuity Management	PPO07	SD 6.3.10.2	1.12
Security Management	PPO07	SD 6.3.11.2	1.13
Demand Management	PPO07	SS 6.8.10	1.14
Lesson 13 Technology Related Activities			2.0

Technology Considerations	PPO08	SD 7.1	2.1
Service Management Tools	PPO08	SD 7.2	2.2
Technology Related Areas	PPO08	SD 8.2	2.3
Requirements Engineering	PPO08	SD 8.2	2.4
Requirement Types	PPO08	SD 8.2	2.5
Functional Requirements	PPO08	SD 8.2	2.6
Management & Operational Requirements	PPO08	SD 8.2	2.7
Usability Requirements	PPO08	SD 8.2	2.8
Investigation Techniques	PPO08	SD 8.2	2.9
Issues	PPO08	SD 8.2	2.10
Documenting Requirements	PPO08	SD 8.2	2.11
Requirements Catalog	PPO08	SD 8.2	2.12
Outsourcing Requirements	PPO08	SD 8.2	2.13
Data & Information Management	PPO08	SD 8.2	2.14
Key Factors in Data Management	PPO08	SD 8.2	2.15
Scope of Data Management	PPO08	SD 8.2	2.16
Activities of Data Management	PPO08	SD 8.2	2.2
Application Management	PPO08	SD 8.2	2.18
Application & Service Portfolios	PPO08	SD 8.2	2.19
Application Frameworks	PPO08	SD 8.2	2.2
Design of Applications	PPO08	SD 8.2	2.21
Design Patterns	PPO08	SD 8.2	2.22
Other Concepts	n/a	n/a	2.23
Lesson 14 Implementing PPO	n/a	n/a	3.0
Implementation Considerations	PPO08	SD 8.4	3.1
Implementation Steps	PPO08	SD 8.4	3.2
Establish High-Level Objectives	PPO08	SD 8.4	3.3
Assess Current Capabilities	PPO08	SD 8.4	3.4
Determine Measurable Targets	PPO08	SD 8.4	3.5
Implement Process Improvement	PPO08	SD 8.4	3.6
Implement Measurement Framework	PPO08	SD 8.4	3.7
Review & Improve	PPO08	SD 8.4	3.8
Challenges, Risks & CSFs	PPO08	SD 9.1, 9.2, 9.3	3.9
Challenges	PPO08	SD 9.1	3.10
Risks	PPO08	SD 9.2	3.11
CSFs	PPO08	SD 9.3	3.12
Lesson 15 Technology Organization, & Implementation Summary			4.0
Technology Organization & Implementation Summary	n/a	n/a	4.1
Checkpoint Instructions	n/a	n/a	4.2
End of Chapter Quiz			
Chapter 4 Review	n/a	n/a	4.3
Course Closure	n/a	n/a	4.4
Appendix: PPO Certification Syllabus			

	Appendix: Service Design Package				
	Requirements	n/a	n/a		
	Service Design	n/a	n/a		
	Organizational Readiness Assessment	n/a	n/a		
	Service Lifecycle Plan	n/a	n/a		
	Appendix: Service Design Inputs & Outputs				
	Service Design Inputs & Outputs	n/a	n/a		
	Service Design I/O with Service Strategy	n/a	n/a		
	Service Design I/O with Service Transition	n/a	n/a		
	Service Design I/O with Service Operation	n/a	n/a		
	Service Design I/O with Continual Service Improvement	n/a	n/a		
	ITIL v3 Glossary				

Exam Scheduling

Assuming you have scored an 80% or higher on all module exams and sample exams you are now ready to schedule and take your certification exam