## Exam requirements

## IT Service Management Practitioner: Plan & Improve (based on ITIL®) (IPPI.EN)

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| **Publication date** | 01-12-2009 |
| **Start date** | 01-03-2007 |
| **Summary** | The examination IT Service Management Practitioner: Plan & Improve (based on ITIL®) tests the essential elements required to qualify as a professional who specializes in the Plan & Improve processes. The examination covers the processes of Availability Management, Capacity Management and IT Service Continuity Management. |
| **Target group** | The examination for the Practitioner's Certificate in IT Service Management: Plan & Improve (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL®-based Plan & Improve processes. The target group consists of operational staff and managers wishing to extend their skills in planning, monitoring, reporting and optimizing, related to the processes of Availability Management, Capacity Management and IT Service Continuity Management. |
| **Context** | The Practitioner's Certificate in IT Service Management: Plan & Improve (based on ITIL®) is part of the ITIL® certification structure. |
| **Prerequisites** | Before taking the IT Service Management Practitioner: Plan & Improve (based on ITIL®) exam candidates must have undertaken training with an EXIN-accredited training provider and successfully completed the practical assignments. The candidates have obtained the Foundation Certificate in IT Service Management (based on ITIL®). |
| **Practical assignment** | The candidate should successfully have completed the practical assignments. |

**Examination details**

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| Examination type: | Computer-based or paper-based multiple-choice questions. |
| Time allotted for examination: | 120 minutes |
| Number of multiple-choice questions: | 40 |
| Pass mark: | 65 % (26 out of 40) |
| Open book: | no |

Electronic equipment permitted: no

**Sample questions**

A sample exam is available through your Accredited Training Provider.

**Exam requirements**

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| 1. Managing the Availability Management, Capacity Management and IT Continuity Management processes. | 40% |
| 2. Organizing the Availability Management, Capacity Management and IT Continuity Management processes. | 40% |
| 3. Optimizing the Availability Management, Capacity Management and IT Continuity Management processes | 20% |

## Specification of the exam requirements

**1. Managing**

- The candidate can plan the key activities in the Availability Management, Capacity Management and IT Service Continuity Management processes (5%).
- The candidate can plan the exchange of appropriate information relevant to managing of the Plan and Improve processes (5%).
- The candidate can initiate actions to ensure the key activities in the Plan and Improve processes meet the objectives set (3%).
- The candidate can report on the effectiveness and efficiency of the activities in the Plan and Improve processes (5%).
- The candidate understands the business requirements and can review what is already in place (2%).

**2. Organizing**

- The candidate can perform activities in Capacity Management (13%).
- The candidate can provide a range of IT Availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis (5%).
- The candidate can optimize and improve the availability of the IT Infrastructure and IT Services in a cost effective manner that deliver tangible benefits to the business and users (3%).
- The candidate can achieve over a period of time a reduction in the frequency and duration of incidents that impact IT Availability (5%).
- The candidate can create and maintain a forward looking Availability Plan aimed at improving the overall availability of IT Services and Infrastructure components to ensure existing and future business availability requirements can be satisfied (2%).

**3. Optimizing**

- The candidate can monitor and optimize the procedures and tools of Plan and Improve processes (5%).
- The candidate can propose process improvements, based on the results of monitoring and/or reviews (2%).
- The candidate can ensure shortfalls in IT Capacity and Performance are recognized and appropriate corrective actions are identified, initiated, and progressed (5%).
- The candidate can ensure shortfalls in IT Availability are

recognized and appropriate corrective actions are identified, initiated, and progressed (3%).
• The candidate can ensure shortfalls in the IT Service Continuity Plans are recognized and appropriate corrective actions are identified, initiated, and progressed (5%).

## Glossary of Terms

In this section you will find the concepts that can be applied in the examination, listed by examination requirement.
Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

**1 Managing the Availability Management, Capacity Management and IT Service Continuity Management processes**

1.1 Plan key activities

- Activity
- Audit
- Customer
- Customer requirements
- Improve
- Measurement
- Monitor
- Objectives
- Policy
- Procedure
- Process
- Reporting
- Responsibility
- Review
- Role
- Scope
- Service management
- Sub-process
- System management
- Technique
- User

1.2 Exchange information between processes

- Availability Manager
- Availability Plan
- Availability Improvement Plan
- Availability and Recovery Design Data
- Availability, Reliability, Maintainability Requirements
- Business Availability Requirements
- Business Impact Assessment
- Business Plans and Strategy

- Business Requirements and Volumes
- Capacity Manager
- Capacity plan
- Configuration Data
- Deployment and development plans and programs
- Financial Plans
- Forward Schedule of Change (FSC)
- Incident and Problem Data
- IT Infrastructure and Resilience Assessment Data
- IT Plans and Strategy
- IT Service Continuity Manager
- IT Service Continuity Plan
- Metric
- Monitoring Data
- Operational Schedule
- Projected Service Availability (PSA)
- Recovery Options
- Reports of Availability, Reliability, and Maintainability Achieved
- Risk Reduction Measures
- SLA
- SLA Breaches
- SLR
- Service Catalog
- Service Level Achievements
- Service Level recommendations
- Technology

1.4 Report on effectiveness and efficiency

- Monitoring capabilities
- Monitoring activities

1.6 Plan sub-processes

- Capacity Planning
- Capacity Plan
- CDB

1.7 Implement sub-processes

- Business Capacity Management
- CDB
- Resource Capacity Management
- Service Capacity Management
- Availability management database (ADB)
- Availability planning
- Design criteria
- Downtime
- Failure
- Impact
- IT Infrastructure
- Planned downtime
- Recovery

- Requirements
- Security
- Uptime
- Vital business functions
- Business Continuity Management
  - Business Continuity Strategy
- Business Impact Analysis
- Cold stand-by
- Control structure
- Do nothing
- Gradual Recovery
- Hot stand-by
- Immediate Recovery
- Intermediate Recovery
- IT Infrastructure analysis
- IT support organization
- Management commitment
- Management of risk
- Manual Workarounds
- Policy
- Project organization
- Project plan
- Quality plans
- Reciprocal arrangements
- Recovery options
- Resources
- Risk assessment
- Risk reduction measures
- Scope
- Strategy
- Terms of reference
- Vulnerability
- Warm stand-by

1.8 Understand requirements and review

- Bottlenecks
- Critical Success factor
- Evaluation
- Key Performance Indicators (KPI)
- Metric
- Report
- Quality standards
- Service levels

**2 Organizing the Plan and Improve processes**

2.1 Perform activities

- Analysis
- Analytical modeling
- Application sizing
- Baseline models
- Capacity Plan

- Capacity forecasts
- Demand Management
- Implementation
- Iterative activities
- Modeling
- Monitoring
- Performance Management
- Resource Management
- Simulation modeling
- Storage of Capacity Management data
- Tuning
- Utilization
- Workload Management

2.2 Provide reporting

- Availability
- Maintainability
- Projected Service Availability (PSA)
- Reliability
- Reports of Availability, Reliability, and Maintainability Achieved
- Resilience
- Security: Confidentiality, Integrity, Availability
- Serviceability
- Service Level Achievements related to Availability

2.3 Optimize and improve

- Availability reporting
- Maintainability reporting
- Mean time between failures (MTBF)
- Mean time between system incidents (MTBSI)
- Mean time to repair (MTTR)
- Reliability reporting
- Repair time
- Recovery time
- Response time

2.4 Achieve reduction

- Calculating Availability
- Calculating the Cost of un-Availability
- Component Failure Impact analysis (CFIA)
- Continuous improvement methodology
- CRAMM
- Fault Tree Analysis (FTA)
- Single point of failure
- Systems Outage Analysis (SOA)
- Technical Observation Post (TOP)
- The Incident 'Lifecycle'
- Trend analysis

2.5 Create and maintain

- Availability improvements
- Availability plan
- Developing basic IT Availability measurements and reporting
- Developing business and User measurements and reporting

2.6 Implement

- Accommodation and Services Plan
- Computer Systems and Network Plan
- Coordination
- Crisis Management and Public Relations Plan
- Damage Assessment Plan
- Emergency Response Plan
- Executive
- Finance and Administration Plan
- Implementation plans
- Initial test
- Personnel Plan
- Procedures
- Recovery
- Recovery options
- Recovery plans
- Risk
- Risk analysis
- Risk reduction measures
- Risk management
- Salvage Plan
- Security Plan
- Stand-by arrangements
- Telecommunication Plan
- Threat
- Vital Records

2.7 Operational Management

- Assurance
- Change control
- Education and awareness
- Review
- Testing
- Training
- Invocation
- Restoration

**3 Optimizing the Plan and Improve processes**

3.1. Monitor and optimize

- Critical Success Factors (CSF)
- Key Performance Indicators (KPI)

3.2 Propose improvements

- Audit
- Audit process
- Review
- Review process

3.3 Ensure shortfalls in IT Capacity and Performance are recognized

- Monitoring capacity
- Monitoring performance
- Monitoring Service Utilization
- Monitoring Resource Utilization

- Continuous improvement

3.4 Ensure shortfalls in IT Availability are recognized

- Continuous Availability
- Continuous Operation
- High Availability
- Monitoring Availability
- Continuous improvement
- IT Infrastructure and Resilience Assessment Data

3.5 Ensure shortfalls in IT Service Continuity Plan are recognized

- Business requirements
- ISCM plans
- Management roles
- Management responsibilities

## Literature

ITIL® Service Delivery
Norwich/London: OGC/TSO, 2001
ISBN 0113300174

**The exam** Referral to literature and notes is **not** permitted