ITIL® 4 Specialist: Plan, Implement & Control - Including Exam

Duration: 3 Days   Course Code: ITIL4P-PIC   Delivery Method: Virtual Learning

Overview:

This 3-day course compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4's five management practices, namely, the ITIL 4 Asset Management Practice, the ITIL 4 Change Enablement Practice, the ITIL 4 Deployment Management Practice, the ITIL 4 Release Management Practice, and the ITIL 4 Service Configuration Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.
The ITIL 4 Plan, Implement, and Control Practices module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Asset Management Practice, ITIL 4 Change Enablement Practice, ITIL 4 Deployment Management Practice, ITIL 4 Release Management Practice, ITIL 4 Service Configuration Management Practice publications.
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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Candidates taking the ITIL 4 Plan, Implement and Control Practices qualification.

Objectives:

■ Understand the key concepts of the PIC practices.

■ Understand the processes of the PIC practices.

■ Understand the roles and competences of the PIC practices.

■ Understand how information and technology support and enable the PIC practices.

■ Understand the role of partners and suppliers in the PIC practices.

■ Understand how the ITIL capability model can be used to develop the PIC practices.

■ Understand how the ITIL guiding principles support the PIC practices.

Prerequisites:

The candidate must have passed the ITIL 4 Foundation examination.

Testing and Certification

Certification

The ITIL® 4 Practices: Plan, Implement & Control examination will comprise of:

■ Duration: 90 Minutes
■ Closed Book: Yes
■ Format: 60 Questions With 1 Mark Each. No Negative Marking.
■ Question Type: Standard Classic, Negative, & List
■ Bloom's Level's: 2 & 3
■ Pass Mark: 65% Or 39/60
■ Certification validity : Three (3) years
You will be awarded the ITIL 4 Practice Manager designation once you have successfully achieved the CDS (Create, Deliver and Support) plus the PIC (Plan, Implement & Control) certifications.

Content:

Our ITIL® 4 Specialist: Plan, Implement ; Control (PIC) training course will cover the following topics:

1. IT Asset Management (ITAM):

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

2. Change Enablement (CE):

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

3. Deployment Management (DM):

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

4. Release Management (RM):

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- The role of partners and suppliers in the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

5. Service Configuration Management (SCM):

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

6. Plan, Implement ; Control (PIC):

- Understand the processes and value streams of the Plan, Implement, and control practices
- How information and technology support and enable the practices

Recommendations for the Plan, Implement, and Control practices success

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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