

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

Cursusduur: 3 Dagen Cursuscode: ITIL4P-PIC Trainingsmethode: Virtueel & Klassikaal

Beschrijving:

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. *ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.*

Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor) of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

Doelgroep:

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

Doelstelling:

- 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.

Vereiste kennis en vaardigheden:

The candidate must have passed the ITIL 4 Foundation examination.

Examens en certificering

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.

Cursusinhoud:

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

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

info@globalknowledge.nl

www.globalknowledge.com/nl-nl/

Iepenhoeve 5, 3438 MR Nieuwegein