

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

Duration: 3 Days Course Code: ITIL4P-PIC

### 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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### 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

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## Additional Information:

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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