



ITIL 4 Specialist: Plan, Implement & Control (PIC).

Enhance Effective IT Service Management Through Strategic Planning and Implementation!

Why should you attend?

The ITIL 4 Specialist: Plan, Implement and Control module is a very important part of the ITIL 4 certification path. It's designed to give IT professionals practical and strategic guidance on the ITIL service value system. Basically, it helps them oversee the whole lifecycle of IT-driven services and products.

By completing this module, professionals will gain the skills to foster collaboration across practices and set up efficient service value streams. Participants would learn all about the principles, benefits, and challenges of ITIL management practices and how to integrate them into their organization's processes. The module also prepares them to use metrics and success factors to improve practice performance.

This 3-day session will equip participants on five core ITIL practices: Change Enablement, Deployment Management, Release Management, Service Configuration Management, and IT Asset Management; and these practices are crucial for effectively managing services and making sure they align with the business's strategic and operational goals.

Who should attend?

This training course is intended for:

- ✓ ITSM managers, aspiring managers and practitioners developing their ITSM knowledge based on ITIL4.
- ✓ ITSM practitioners that seek to validate their skills and knowledge in establishing effective cross-practice collaboration and value streams.
- ✓ Individuals who are pursuing the ITIL Practice Manager and/or Master designation.

Course Content

Duration: 3 Days

- ✓ Introduction
- ✓ IT Asset Management
- ✓ Change Enablement
- ✓ Deployment Management
- ✓ Release Management
- ✓ Service Configuration Management
- ✓ Wrap Up, Mock Exam and ITIL 4 PIC Exam.

Learning Objectives

Upon successfully completing the training course, participants will be able to:

- ✓ Understand the key concepts of the Plan, Implement and Control (PIC) Practices: IT Asset Management (ITAM), Change Enablement (CE), Deployment Management (DM), Release Management (RM) and Service Configuration Management (SCM).
- ✓ Have knowledge of the processes of the PIC practices.
- ✓ Know the roles and competences of the PIC practices.
- ✓ Understand how information and technology support and enable the PIC practices.
- ✓ Recognize the role of partners and suppliers in the PIC practices.
- ✓ Understand how the ITIL capability model can be used to develop the PIC practices.
- ✓ Know how the ITIL guiding principles support the PIC practices.
- ✓ Prepare for ITIL 4 Plan, Implement and Control (PIC) Exam.

Prerequisites

An ITIL 4 Foundation Certificate is a pre-requisite for studying ITIL 4 Specialist: Plan, Implement and Control.

General Information

- ✓ Each participant will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.
- ✓ Participants are required to write ITIL 4 Foundation Exam at the end of the course. The exam consists of 40 multiple choice questions, with a passing score of 26, equating to 65%.