ITIL® 4 Specialist: Plan Implement and Control

	CATEGORY		LEVEL		DURATION
	IT Service Management		Advanced		3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

IT professionals aiming to strengthen cross-practice collaboration and optimize service value streams within their organisations.

PREREQUISITES

ITIL® 4 Foundation certificate is required.

EXAM INFO

- 90 minutes duration
- 60 multiple-choice questions
- 39/60 required to pass
- Closed book

CERTIFICATE

ITIL® 4 Specialist: Plan Implement and Control

EXAM BODY

AXELOS (PeopleCert)

COURSE DESCRIPTION

The ITIL® 4 Specialist: Plan, Implement and Control is a comprehensive combined practice module designed for IT professionals seeking to establish seamless cross-practice collaboration and optimize service value streams.
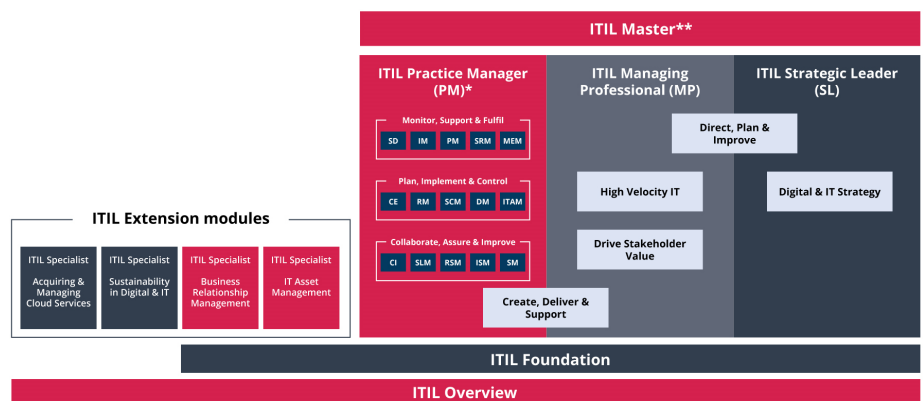

* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and BRM extension module from the Practice manager track.

** ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

The ITIL® 4 Specialist: Plan, Implement and Control course encompasses key concepts from five essential ITIL practices:

- Change Enablement
- Deployment Management
- Release Management
- Service Configuration Management
- IT Asset Management
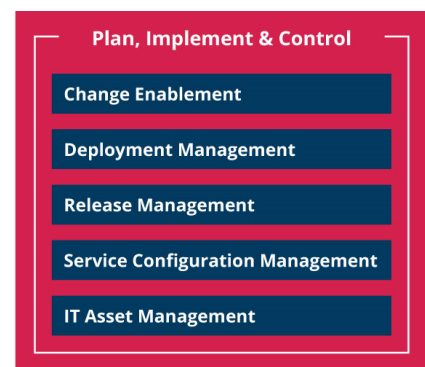
ITIL® 4 Specialist: Plan Implement and Control

RELATED TRAINING

- ITIL® 4 Specialist: Collaborate, Assure and Improve
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner

EDUCATION SOLUTIONS

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COURSE AND LEARNING OBJECTIVES

At the end of the course, participants will be able to:

- Understand the principles, value, and challenges of ITIL 4's five management practices.
- Ensure stakeholders comprehend the strategic and operational requirements necessary for co-creating value and achieving business goals.
- Learn how to integrate these practices into the organisation's value streams for enhanced efficiency.
- Understand the interfaces and synergies across the five practices, fostering cohesive collaboration.
- Apply metrics and practice success factors to continually improve performance.
- Measure, assess, and enhance the capability of the practices using the ITIL Maturity Model.

And for each practice:

- **Change Enablement:**
  - Ensure effective, safe, and timely realization of changes to meet stakeholders' expectations
  - Minimize negative impacts of change
  - Balance effectiveness, throughput, governance, compliance, and risk control for all changes
  - Adapt to various change development approaches

- **Deployment Management**
  - Deploying or removing products, services, and components across controlled environments
  - Establishing effective approaches to deployment across the organization
  - Ensuring effective deployment within the organization's value streams

- **Release Management:**
  - Establish and maintain effective approaches to the release of services and service components
  - Ensure the effective release of services in organisational value streams and service relationships
  - Reduce risks and losses resulting from releases

- **Service Configuration Management:**
  - Collecting and managing configuration items (CIs)
  - Providing efficient configuration information, optimizing costs
  - Improve risk management
  - Manage the capacity, availability and security of IT services and components

Please Recycle

MindMagine

EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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Please Recycle

- **IT Asset Management:**
  - Ensure that the organisation has relevant information to enable informed decisions throughout the lifecycle of its IT assets
  - Continually monitor and optimize the utilization and maintenance of IT assets
  - Increase compliance with legal and regulatory requirements
  - Increase alignment of IT investments with evolving business objectives and needs

COURSE STUDENT MATERIAL

Participants will receive an ITIL® 4 Specialist: Plan Implement and Control classroom workbook containing all of the presentation materials, and course notes.

CONCEPTS COVERED

This course featuring five main sections:

- *Plan, Implement and Control*
  - Understand the processes and value streams of Plan Implement and Control practices.
  - How information and technology support and enable the practices.
  - Recommendations for Plan Implement and Control practices success.

- *Key Concepts*
  - Practice purpose
  - Practice success factors and key metrics
  - terms and concepts

- *The Processes*
  - Inputs and Outputs of the processes
  - Key activities of the processes
  - Value stream integration

- *Roles and competencies*
  - Key roles and responsibilities
  - organisational structure positioning

- *Information and technology*
  - Tools application
  - Recommendations on automation

- *Partners and suppliers*
  - Dependencies on third parties and their support

- *ITIL Capability Model*
  - Capability criteria and development

- *Recommendations*
  - Using the ITIL guiding principles to support the practice