Course Title: ITIL® 4 Specialist: Plan, Implement & Control (PIC)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist: Plan, Implement & Control (PIC) Certificate	

Course Syllabus

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

1. IT Asset Management (ITAM):

1.1 The key concepts of the practice

1.1 Explain the purpose of the practice

1.1.2 Describe the practice success factors (PSF) & key metrics of the practice

1.1.3. Explain the key terms/concepts:

a) IT asset types

b) IT asset register

c) IT asset lifecycle

d) IT asset lifecycle models

e) verification

f) inventory

g) discovery

h) IT asset audit

1.2 The processes of the practice

1.2.1 Describe inputs and outputs of the processes

1.2.2 Describe the key activities of the processes

1.2.3 Know how to integrate the practice in the organisation’s value streams

1.3 The roles and competences of the practice

1.3.1 Describe the responsibilities of the key roles of the practice:

a) IT asset manager

b) IT asset custodian

c) IT asset analyst

d) IT asset register administrator

e) license manager

f) IT asset owner

g) IT asset consumer

1.3.2 Know how to position the practice in the organisational structure

1.4 How information and technology support and enable the practice

1.4.1 Explain the tools application

1.4.2 Apply the recommendations on automation

1.5 The role of partners and suppliers in the practice
1.5.1 Explain the dependencies of the practice on third parties
1.5.2 Explain how partners and suppliers can support the practice

1.6 How the ITIL® capability model can be used to develop the practice
1.6.1 Explain how capability criteria support the practice capability development

1.7 The recommendations for the practice success
1.7.1 Understand the recommendations for IT asset management success and how they are supported by the ITIL® guiding principles

2. Change Enablement(CE):
2.1 The key concepts of the practice
2.1.1. Explain the purpose of the practice
2.1.2 Describe the PSFs & key metrics of the practice

2.1.3. Explain the key terms/concepts:
a) change
b) change model
c) standard change
d) emergency change
e) change authority

2. The processes of the practice
2.2.1 Describe inputs and outputs of the processes
2.2.2 Describe the key activities of the processes
2.2.3 Know how to integrate the practice in the organisation's value streams

The roles and competences of the practice
2.3.1 Describe the responsibilities of the key roles of the practice:
a) change manager / coordinator
b) change authority
2.3.2 Know how to position the practice in the organisational structure

2.4 How information and technology support and enable the practice
2.4.1 Explain the tools application
2.4.2 Apply the recommendations on automation

2.5 The role of partners and suppliers in the practice
2.5.1 Explain the dependencies of the practice on third parties
Explain how partners and suppliers can support the practice

2.6 How the ITIL® capability model can be used to develop the practice
2.6.1 Explain how capability criteria support the practice capability development

2.7 The recommendations for the practice success
1 Understand the recommendations for change enablement success and how they are supported by the ITIL® guiding principles

3. Deployment Management (DM):

3.1 The key concepts of the practice
3.1.1. Explain the purpose of the practice
3.1.2 Describe the PSFs & key metrics of the practice

3.1.3. Explain the key terms/concepts:
a) environment
b) continuous integration
c) continuous delivery
d) continuous deployment

3.2 The processes of the practice
3.2.1 Describe inputs and outputs of the processes
3.2.2 Describe the key activities of the processes
3.2.3 Know how to integrate the practice in the organisation's value streams

3.3 The roles and competences of the practice
3.3.1 Describe the responsibilities of the key roles of the practice:
a) deployment manager
b) deployment practitioner
3.3.2 Know how to position the practice in the organisational structure

3.4 How information and technology support and enable the practice
3.4.1 Explain the tools application
3.4.2 Apply the recommendations on automation

3.5 The role of partners and suppliers in the practice
3.5.1 Explain the dependencies of the practice on third parties
3.5.2 Explain how partners and suppliers can support the practice

3.6 How the ITIL® capability model can be used to develop the practice
3.6.1 Explain how capability criteria support the practice capability development

3.7 The recommendations for the practice success
3.7.1 Understand the recommendations for deployment management success and how they are supported by the ITIL® guiding principles

4. Release Management (RM):
4.1 The key concepts of the practice
4.1.2 Describe the PSFs & key metrics of the practice
4.1.3. Explain the key terms/concepts:
a) release
b) CI/CD and release management
c) release model
d) push/pull conditions

4.2 The processes of the practice
4.2.1 Describe inputs and outputs of the processes
4.2.2 Describe the key activities of the processes
4.2.3 Know how to integrate the practice in the organisation's value streams

4.3 The roles and competences of the practice
4.3.1 Describe the responsibilities of the key roles of the practice:
a) release manager
4.3.2 Know how to position the practice in the organisational structure

4.4 How information and technology support and enable the practice
4.4.1 Explain the tools application
4.4.2 Apply the recommendations on automation

4.5 The role of partners and suppliers in the practice
4.5.1 Explain the dependencies of the practice on third parties
4.5.2 Explain how partners and suppliers can support the practice

4.6 How the ITIL® capability model can be used to develop the practice
4.6.1 Explain how capability criteria support the practice capability development

4.7 The recommendations for the practice success
4.7.1 Understand the recommendations for release management success and how they are supported by the ITIL® guiding principles

5. Service Configuration Management (SCM):
5.1 The key concepts of the practice
5.1.1. Explain the purpose of the practice
5.1.2 Describe the PSFs & key metrics of the practice

5.1.3. Explain the key terms/concepts:
a) Configuration item (CI)
b) Service configuration model
c) (CI) lifecycle model
d) Configuration management system
e) Configuration management database
f) Baseline configuration
g) Configuration verification
h) Configuration inventory
i) Configuration audit

5.2 The processes of the practice
5.2.1 Describe inputs and outputs of the processes
5.2.2 Describe the key activities of the processes
5.2.3 Know how to integrate the practice in the organisation's value streams

5.3 The roles and competences of the practice
5.3.1 Describe the responsibilities of the key roles of the practice:
a) Configuration manager
b) Configuration coordinator
c) Configuration librarian
d) Resource owner/custodian
5.3.2 Know how to position the practice in the organisational structure

5.4 How information and technology support and enable the practice
5.4.1 Explain the tools application
5.4.2 Apply the recommendations on automation

5.5 The role of partners and suppliers in the practice
5.5.1 Explain the dependencies of the practice on third parties
5.5.2 Explain how partners and suppliers can support the practice

5.6 How the ITIL® capability model can be used to develop the practice
5.6.1 Explain how capability criteria support the practice capability development

5.7 The recommendations for the practice success
5.7.1 Understand the recommendations for service configuration management success and how they are supported by the ITIL® guiding principles

6. Plan, Implement & Control (PIC):
6.1 Understand the processes and value streams of the Plan, Implement, and control practices
6.1.1 Understand the role of the incident resolution service value stream in the organisation's service value system
6.1.2 Understand the role of the request fulfilment service value stream in the organisation's service value system
6.1.3 Know how the Plan, Implement, and Control practices contribute to the incident resolution service value stream
6.1.4 Know how the Plan, Implement, and Control practices contribute to the request fulfilment service value stream

6.2 How information and technology support and enable the practices
6.2.1 Understand what information is exchanged between the Plan, Implement, and Control practices in the context of the incident resolution and request fulfilment service value streams

6.3 Recommendations for the Plan, Implement, and Control practices success
6.3.1 Understand the recommendations for the Plan, Implement, and Control practices success and how they are supported by the ITIL® guiding principles

Course Overview

Our three-day ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course will teach you the key concepts, principles, value and challenges of ITIL® 4's five management practices:

- Change Enablement
- Release Management
- Service Configuration Management
- Deployment Management
- IT Asset Management

Course Learning Outcomes

Our ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course will teach you the key concepts, principles, value and challenges of ITIL® 4's five management practices:

- Change Enablement

- Release Management
- Service Configuration Management
- Deployment Management
- IT Asset Management

Our ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course is intended to provide you with best practice guidance at both strategic and operational levels of maximising value from the practices.

Audience

Our ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course is aimed towards the following roles:

- IT Service Managers
- IT Operations Managers
- Service Transition Managers
- IT Project Managers
- Change Managers & Coordinators
- Service Level Managers
- IT Governance and Compliance Staff
- Process Owners & Practitioners

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course:

- ITIL® Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

Recommended Reading

It might be useful to revise your ITIL® 4 Foundation level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course includes the following materials:

- Pre-reading
- A Full ITIL® 4 Specialist: Plan, Implement & Control Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Quizzes
- Exercises
- ITIL® 4 Specialist: Plan, Implement & Control (PIC) Exam Voucher

Exam Information

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

The ITIL® 4 Specialist: Plan, Implement & Control (PIC) 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: 1 & 2
- Pass Mark: 65% Or 39/60

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

To achieve the ITIL® 4 Practice Manager designation, you will need to have completed five individual practices plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module, or you will need to have completed the three-day bundled or combined module plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module.

Additional Information

Our ITIL® 4 Specialist: Plan, Implement & Control (PIC) training course is structured and aligned around the ITIL® framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 IT 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.