

ITIL® 4 Specialist: Plan, Implement and Control (PIC) - accredited training with exam

This module 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.

This course will help you to:

- Define the key concepts, principles, value and challenges of ITIL 4's five management practices
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organization's value streams
- Understand the interfaces and synergies across these five practices
- Apply metrics and practice success factors to improve performance
- Measure, assess and develop the capability of the

various practices covered by using the ITIL Maturity Model.



Training recipients

- C-suite executives
- Practice managers
- Service designers / Architects / Developers
- Product / Service Managers



Benefits

- A participant who has passed the exam receives an international certificate in electronic form. The ITIL® 4 Plan, Implement and Control certification is one of the certifications leading to the title of ITIL® 4 Practice Manager and ITIL® 4 Master. The certificate is valid for 3 years
- Understand 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.
- Providing candidates with best practice guidance at both the strategic and operational levels to maximize practice value



Training program

1. Review of the ITIL® 4 Foundation module.
2. 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
3. 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
 - 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. 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
5. Release management (RM)
- 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
6. 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
 - 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
7. Plan, Implement and Control
- 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



Expected preparation of the participant

Valid ITIL®4 Foundation certification



Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4Plan, Implement and Control online exam
- Authorized ITIL® 4Plan, Implement and Control manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam: 200 zł
- Attention: purchasing this option is only possible through Altkom Academy before the training



Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.

Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.

Online exam is conducted in the presence of proctor - a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.

The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

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Examination description

- Exam duration: 90 minutes
- Multichoice questions ('standard', 'negative' and 'list' questions)
- There are 60 questions, each worth 1 mark. There is no negative marking
- Candidates need to get 39 questions correct (65%) to pass the exam
- This is a 'closed book' exam