



# ITIL® 4 Specialist: Plan Implement and Control



**Accredited by:**  
PeopleCert

**Duration:**  
5 hrs

**Delivery:**  
Self-paced e-Learning

**Target Audience:**  
IT professionals

## Prerequisites:

ITIL 4 Foundation Certificate in IT Service Management OR  
ITIL 4 Managing Professional Transition Certificate

## What's included:

- Course guide
- Comprehension checks
- Diagram pack
- Two practice exams
- Full transcript

## Course Description

**The ITIL 4 Specialist: Plan, Implement and Control combined practice course** is for IT professionals aiming to establish good cross-practice collaboration and effective service value streams. The individuals can demonstrate their understanding and application of the key concepts covered in the five ITIL Management Practices at both strategic and operational levels, maximising value from these practices. These are namely: ITIL 4 Change Enablement Practice, ITIL 4 Deployment Management Practice, ITIL 4 Release Management Practice, ITIL 4 Service Configuration Management Practice, and ITIL 4 IT Asset Management Practice.

### ITIL 4 Specialist: Plan, Implement and Control enables professionals 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 organisation'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.

## **Module 0 – Welcome to ITIL 4 Specialist: Plan, Implement and Control**

**Duration: 55m**

This module introduces you to the course main features, learning plan, aims and objectives, and structure.

It introduces you to the certification program and contains a course navigation video to help acquaint you with Docebo, our LMS platform. It also contains a course guide to assist you with exam information, a lesson plan, and provides answers to some of the most frequently asked questions about ITIL 4 Specialist: Plan, Implement and Control.

### **Change Enablement**

#### **Module 1 – Introduction to Change Enablement**

**Duration: 1hr**

Module 1 explains the purpose and some key terms and concepts of the change enablement practice. It then describes the practice success factors (PSFs) and the key metrics of the change enablement practice.

#### **Module 2 – Processes, value streams and people**

**Duration: 1hr**

Module 2 begins with an explanation of the two change enablement practice processes: Change enablement planning and optimization and change lifecycle management. It describes the inputs, outputs and key activities of both processes.

The module goes on to explain how the practice supports service value streams, and how the change enablement practice is integrated in the organization's value streams.

The module ends by describing the three key roles involved in the practice and how to position the change enablement practice in the organizational structure.

#### **Module 3 – Enabling the practice**

**Duration: 1hr**

Module 3 completes the content for this course with a description of further concepts that enable the change enablement practice.

We start by explaining automation and tooling, and providing recommendations for the automation of change enablement.

The module goes on to discuss partners and suppliers, explaining the dependencies of the practice on third parties and how partners and suppliers can support the practice.

Capability is the next topic to be covered, with an explanation of how capability criteria support the practice capability development.

The module ends with recommendations for change enablement practice success and how they're supported by the ITIL guiding principles.

#### **Module 4 – The practice exams**

**Duration: 1hr 5m**

Module 4 contains two practice tests provided by PeopleCert.

#### **Module 5: ITIL 4 Change Enablement wrap-up**

**Duration: 5m**

The final module of Change Enablement provides information on booking the exam and other courses of interest.

**Sample papers:**  
X2 available with course

**Exam info:**  
Multiple choice questions

## Deployment Management

### Module 1 – Introduction to Deployment Management

#### **Duration: 1hr**

Module 1 explains the purpose and some key terms and concepts of the change enablement practice. It then describes the practice success factors (PSFs) and the key metrics of the change enablement practice.

### Module 2 – Processes, value streams and people

#### **Duration: 1hr**

Module 2 begins with an explanation of the two change enablement practice processes: Change enablement planning and optimization and change lifecycle management. It describes the inputs, outputs and key activities of both processes.

The module goes on to explain how the practice supports service value streams, and how the change enablement practice is integrated in the organization's value streams.

The module ends by describing the three key roles involved in the practice and how to position the change enablement practice in the organizational structure.

### Module 3 – Enabling the practice

#### **Duration: 1hr**

Module 3 completes the content for this course with a description of further concepts that enable the deployment management practice.

We start by explaining automation and tooling, and providing recommendations for the automation of deployment management.

The module goes on to discuss partners and suppliers, explaining the dependencies of the practice on third parties and how partners and suppliers can support the practice.

Capability is the next topic to be covered, with an explanation of how capability criteria support the practice capability development.

The module ends with recommendations for deployment management practice success and how they're supported by the ITIL guiding principles.

### Module 4 – The practice exams

#### **Duration: 1hr 5m**

Module 4 contains two practice tests provided by PeopleCert.

### Module 5: ITIL 4 Deployment Management wrap-up

#### **Duration: 5m**

The final module of Deployment Management provides information on booking the exam and other courses of interest.

**Sample papers:**  
X2 available with course

**Exam info:**  
Multiple choice questions

## Release Management

### Module 1: Introduction to Release Management

#### **Duration: 1hr**

Module 1 explains the purpose and some key terms and concepts of the release management practice. It then describes the practice success factors (PSFs) and the key metrics of the release management practice.

### Module 2 - Processes, value streams and people

#### **Duration: 1hr**

Module 2 begins by explaining the release management practice processes. It also describes the inputs, outputs and key activities of the processes.

The module goes on to explain how the practice supports service value streams, and how the release management practice is integrated in the organization's value streams.

The module ends by describing the three key roles involved in the practice and how to position the practice in the organizational structure.

### Module 3 - Enabling the practice

#### **Duration: 1hr**

Module 3 completes the content for this course with a description of further concepts that support, develop and lead to the success of the release management practice.

We start the module by explaining automation and tooling, and providing recommendations for the automation of release management.

The module goes on to discuss partners and suppliers, explaining the dependencies of the practice on third parties and how partners and suppliers can support the practice.

Capability is the next topic to be covered, with an explanation of how capability criteria support the practice capability development.

The module ends with recommendations for release management practice success and how they're supported by the ITIL guiding principles.

### Module 4 - The practice exams

#### **Duration: 1hr 5m**

Module 4 contains two practice tests provided by PeopleCert.

### Module 5: ITIL 4 Release Management wrap-up

#### **Duration: 5m**

The final module of Release Management provides information on booking the exam and other courses of interest.

**Sample papers:**

X2 available with course

**Exam info:**

Multiple choice questions

## Service Configuration Management

### Module 1: Introduction to Service Configuration Management

#### **Duration: 1hr**

Module 1 explains the purpose and some key terms and concepts of the service configuration management practice. It then describes the practice success factors (PSFs) and the key metrics of the service configuration management practice.

### Module 2 – Processes, value streams and people

#### **Duration: 1hr**

Module 2 begins with an explanation of the service configuration management practice processes. It describes the inputs, outputs and key activities of the processes.

The module goes on to explain how the practice supports service value streams, and how the service configuration management practice is integrated in the organization's value streams.

The module ends by describing the two key roles involved in the practice and how to position the service configuration management practice in the organizational structure.

### Module 3 – Enabling the practice

#### **Duration: 1hr**

Module 3 completes the content for this course with a description of further concepts that enable the service configuration management practice.

We start by explaining automation and tooling, and providing recommendations for the automation of service configuration management. The module goes on to discuss partners and suppliers, explaining the dependencies of the practice on third parties and how partners and suppliers can support the practice.

Capability is the next topic to be covered, with an explanation of how capability criteria support the practice capability development.

The module ends with recommendations for service configuration management practice success and how they're supported by the ITIL guiding principles.

### Module 4 – The practice exams

#### **Duration: 1hr 5m**

Module 4 contains two practice tests provided by PeopleCert.

### Module 5: ITIL 4 Service Configuration Management wrap-up

#### **Duration: 5m**

The final module of Service Configuration Management provides information on booking the exam and other courses of interest.

**Sample papers:**

X2 available with course

**Exam info:**

Multiple choice questions

## IT Asset Management

### Module 1: Introduction to IT Asset Management

#### **Duration: 1hr**

Module 1 begins by explaining the purpose and benefits of the IT asset management (ITAM) practice. It then provides an explanation of the of the important key terms and concepts. Lastly, there's a description of the practice success factors (PSFs) and the key metrics for the IT asset management practice.

### Module 2 – Processes, value streams and people

#### **Duration: 1hr**

Module 2 looks at the processes of the ITAM practice. We'll look at managing a common approach to ITAM and managing the IT asset lifecycle and records. Next, we'll discover how to verify, audit, and analyze IT assets, and lastly, we'll learn how to integrate the practice of the organization's value streams.

### Module 3 – Enabling the practice

#### **Duration: 1hr**

Module 3 begins by describing the organizations and people involved in the practice. It describes the responsibilities of the key roles and how to position the ITAM practice in the organizational structure.

Next, there's an explanation of automation and tooling, with recommendations for the automation of the ITAM practice.

The module then discusses partners and suppliers, explaining the dependencies of the practice on third parties and how partners and suppliers can support the practice.

The next topic is capability, with an explanation of how capability criteria support the practice capability development.

Module 3 ends with recommendations for the success of the IT asset management practice and how the recommendations are supported by the ITIL guiding principles.

### Module 4 – The practice exams

#### **Duration: 1hr 5m**

Module 4 contains two practice tests provided by PeopleCert.

### Module 5: ITIL 4 IT Asset Management wrap-up

#### **Duration: 5m**

The final module of IT Asset Management provides information on booking the exam and other courses of interest.

**Sample papers:**  
X2 available with course

**Exam info:**  
Multiple choice questions



**Let's talk**

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