

ITIL[®] 4 SPECIALIST: PLAN, IMPLEMENT AND CONTROL

Course Code: 831106

Get value out of your ITIL[®] 4 knowledge by using it to successfully configure, deploy, and manage IT-enabled products and services.

The ITIL 4 Specialist: Plan, Implement and Control combined practice module is a 3-day course designed for IT professionals aiming to establish good cross-practice collaboration and effective service value streams. After completion of this course, these individuals will be able to demonstrate their understanding and application of the key concepts covered in the following five ITIL Management Practices at both strategic and operational levels, and maximize value from these ITIL 4 practices:

1. Change Enablement
2. Deployment Management
3. Release Management
4. Service Configuration Management
5. IT Asset Management

What You'll Learn

The ITIL 4 Specialist: Plan, Implement and Control course 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 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.

Who Needs to Attend

This training and certification 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

Prerequisites

Candidates must hold the ITIL 4 or ITIL 3 Foundation certificate.

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VIRTUAL CLASSROOM LIVE

\$3,105 CAD

3 Day

Virtual Classroom Live Outline

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

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

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
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

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

Release Management (RM):

- The key concepts of the practice
- The processes of the practice
- The roles and competences of 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

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
- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

Plan, Implement & Control (PIC):

- 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

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PRIVATE GROUP TRAINING

3 Day

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