ITIL® 4 Specialist: Plan, Implement, and Control

Introduction:

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.
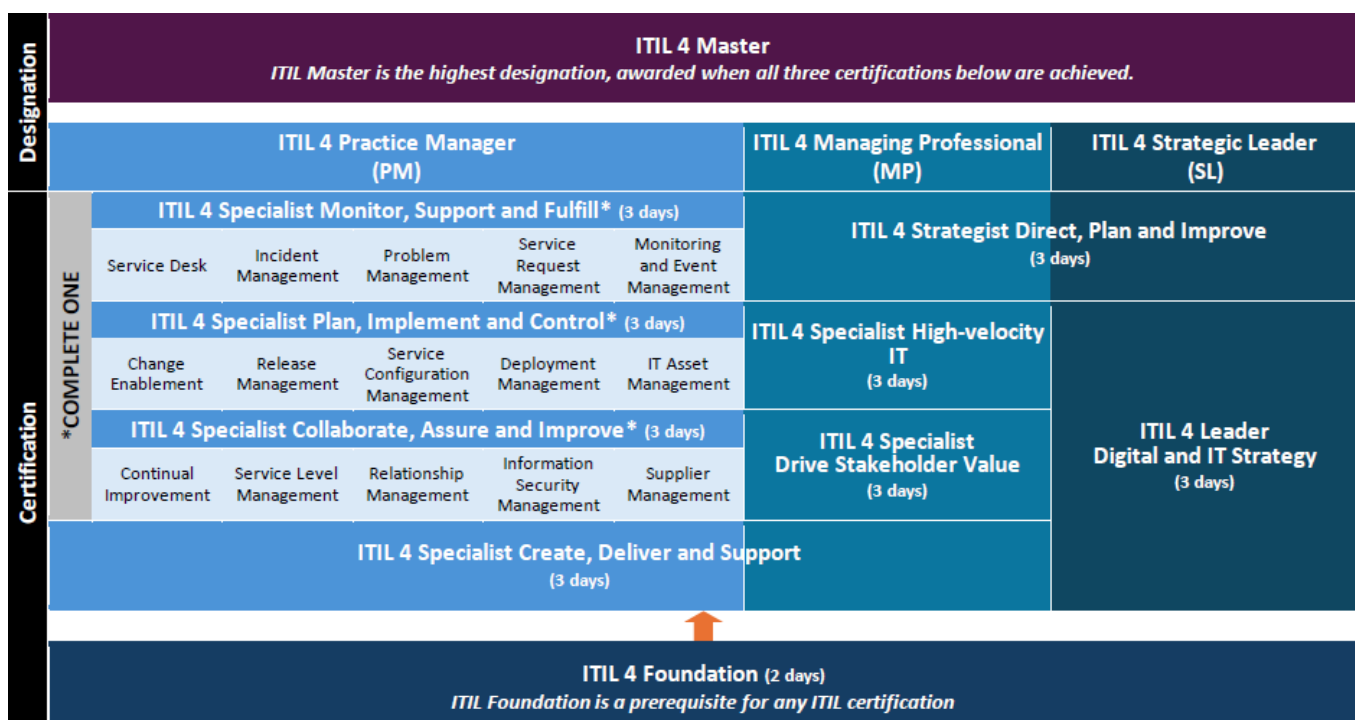
Course Objectives:

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 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.

Course Approach:

This course is delivered in a classroom setting using a case study and exercises that are designed to guide candidates, whether they are customers or service providers, through the principles and practices of co-creating value through services. Students who have attended this course, and have done some self-study, are suitably prepared to take the test.

Designation	ITIL 4 Master						
	ITIL Master is the highest designation, awarded when all three certifications below are achieved.						

	ITIL 4 Practice Manager (PM)					ITIL 4 Managing Professional (MP)	ITIL 4 Strategic Leader (SL)
Certification / *COMPLETE ONE*	**ITIL 4 Specialist Monitor, Support and Fulfill*** (3 days)					**ITIL 4 Strategist Direct, Plan and Improve** (3 days)	
	Service Desk	Incident Management	Problem Management	Service Request Management	Monitoring and Event Management		
	ITIL 4 Specialist Plan, Implement and Control* (3 days)					**ITIL 4 Specialist High-velocity IT** (3 days)	**ITIL 4 Leader Digital and IT Strategy** (3 days)
	Change Enablement	Release Management	Service Configuration Management	Deployment Management	IT Asset Management		
	ITIL 4 Specialist Collaborate, Assure and Improve* (3 days)					**ITIL 4 Specialist Drive Stakeholder Value** (3 days)	
	Continual Improvement	Service Level Management	Relationship Management	Information Security Management	Supplier Management		
	ITIL 4 Specialist Create, Deliver and Support (3 days)						

ITIL 4 Foundation (2 days)
ITIL Foundation is a prerequisite for any ITIL certification

Certificate:
ITIL® 4 Plan, Implement and Control
Please note: an ITIL 4 Foundation certification is a pre-requisite for studying ITIL 4 Specialist: Plan, Implement and Control.

Course Student Material:
Participants will receive a classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Duration
3 days

Languages:
Cantonese

About the Examination:
This is a 'closed book' exam. 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 should be used for study but is NOT permitted to be used in the exam.

There are 60 questions, each worth 1 mark. There is no negative marking. You need to answer 39 questions correctly to pass the exam.

Learning Area:
1. IT Asset Management (ITAM)
    1.1 The key concepts of the practice
        1.1.1 Explain the purpose of the practice (ITAM: 2.1)
        1.1.2 Describe the practice success factors (PSF) & key metrics of the practice
        (ITAM: 2.4.1, including subsections, 2.4.2 excluding wording in blue boxes, 2.5)
        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
            (ITAM: 2.2.2, 2.2.3, 2.2.4, excluding subsections except 2.2.4.7, 2.2.5)
    1.2 The processes of the practice
        1.2.1 Describe inputs and outputs of the processes (ITAM: Tables 3.1, 3.3 and 3.5)
        1.2.2 Describe the key activities of the processes (ITAM: Tables 3.2, 3.4 and 3.6)
        1.2.3 Know how to integrate the practice in the organization's value streams (ITAM: 3.2.2, 3.2.3)
    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
            (ITAM: 4.1.1 - 4.1.7)
        1.3.2 Know how to position the practice in the organizational structure (ITAM: 4.2, including subsections)
    1.4 How information and technology support and enable the practice
        1.4.1 Explain the tools application (ITAM: Table 5.1)
        1.4.2 Apply the recommendations on automation (ITAM: 5.2.1)
    1.5 The role of partners and suppliers in the practice
        1.5.1 Explain the dependencies of the practice on third parties (ITAM: 6.1)
        1.5.2 Explain how partners and suppliers can support the practice (ITAM: 6.2, 6.3)

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 (ITAM: 7.1, 7.3)

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 (ITAM: 8)

2. Change Enablement (CE)

2.1 The key concepts of the practice

      2.1.1. Explain the purpose of the practice (CE: 2.1)

      2.1.2 Describe the PSFs & key metrics of the practice (CE: 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.5)

      2.1.3. Explain the key terms/concepts:

            a) change

            b) change model

            c) standard change

            d) emergency change

            e) change authority

            (CE: 2.2, 2.2.1)

2.2 The processes of the practice

      2.2.1 Describe inputs and outputs of the processes (CE: Tables 3.1 and 3.3)

      2.2.2 Describe the key activities of the processes (CE: Tables 3.2 and 3.4)

      2.2.3 Know how to integrate the practice in the organization's value streams (CE: 3.2.2, including subsections, 3.2.3, including subsections)

2.3 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 organizational structure (CE: 4.2)

2.4 How information and technology support and enable the practice

      2.4.1 Explain the tools application (CE: Table 5.1)

      2.4.2 Apply the recommendations on automation (CE: 5.2.1)

2.5 The role of partners and suppliers in the practice

      2.5.1 Explain the dependencies of the practice on third parties (CE: 6.1)

      2.5.2 Explain how partners and suppliers can support the practice (CE: 6.2)

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 (CE: 7.1, 7.3)

2.7 The recommendations for the practice success

      2.7.1 Understand the recommendations for change enablement success and how they are supported by the ITIL guiding principles (CE: 8)

3. Deployment Management (DM)

3.1 The key concepts of the practice

      3.1.1. Explain the purpose of the practice (DM: 2.1)

      3.1.2 Describe the PSFs & key metrics of the practice (DM: 2.4.1, 2.4.2, 2.5)

      3.1.3. Explain the key terms/concepts:

            a) environment

            b) continuous integration

            c) continuous delivery

            d) continuous deployment

            (DM: 2.2.1, 2.2.2)

3.2 The processes of the practice 3.2.1 Describe inputs and outputs of the processes (DM: Tables 3.1 and 3.3)

      3.2.2 Describe the key activities of the processes (DM: Tables 3.2 and 3.4)

      3.2.3 Know how to integrate the practice in the organization's value streams (DM: 3.2.2, 3.2.3, including subsections)

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 (DM: 4.1.1, 4.1.2)

      3.3.2 Know how to position the practice in the organizational structure (DM: 4.2, including subsections)

3.4 How information and technology support and enable the practice

3.4.1 Explain the tools application (DM: Table 5.1)

3.4.2 Apply the recommendations on automation (DM: 5.2.1)

3.5 The role of partners and suppliers in the practice 3.5.1 Explain the dependencies of the practice on third parties (DM: 6)

3.5.2 Explain how partners and suppliers can support the practice (DM: 6)

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 (DM: 7.1, 7.3)

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 (DM: 8)

4. Release Management (RM)

4.1 The key concepts of the practice

4.1.1. Explain the purpose of the practice (RM: 2.1)

4.1.2 Describe the PSFs & key metrics of the practice (RM: 2.4.1, 2.4.2, 2.5)

4.1.3. Explain the key terms/concepts:

a) release

b) CI/CD and release management

c) release model

d) push/pull conditions

(RM: 2.2.1, 2.2.2, 2.2.3)

4.2 The processes of the practice

4.2.1 Describe inputs and outputs of the processes (RM: Tables 3.1 and 3.3)

4.2.2 Describe the key activities of the processes (RM: Tables 3.2 and 3.4)

4.2.3 Know how to integrate the practice in the organization's value streams (RM: 3.2.2, including Table 3.5, 3.2.3 including subsections)

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

(RM: 4.1.1)

4.3.2 Know how to position the practice in the organizational structure (RM: 4.2)

4.4 How information and technology support and enable the practice

4.4.1 Explain the tools application (RM: Table 5.1)

4.4.2 Apply the recommendations on automation (RM: 5.2.1)

4.5 The role of partners and suppliers in the practice

4.5.1 Explain the dependencies of the practice on third parties (RM: 6)

4.5.2 Explain how partners and suppliers can support the practice (RM: 6)

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 (RM: 7.1, 7.3)

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 (RM: 8)

5. Service Configuration Management (SCM)

5.1 The key concepts of the practice

5.1.1. Explain the purpose of the practice (SCM: 2.1)

5.1.2 Describe the PSFs & key metrics of the practice (SCM: 2.4.1, 2.4.2, 2.5)

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

(SCM: 2.1.1, 2.2.1, 2.2.2, 2.2.4, 2.2.6)

5.2 The processes of the practice

5.2.1 Describe inputs and outputs of the processes (SCM: Tables 3.1, 3.3 and 3.5)

5.2.2 Describe the key activities of the processes (SCM: Tables 3.2, 3.4 and 3.6)

5.2.3 Know how to integrate the practice in the organization's value streams (SCM: 3.2.2, 3.2.3, including subsections)

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

(SCM: 4.1.1, 4.1.2, 4.1.3)

5.3.2 Know how to position the practice in the organizational structure (SCM: 4.2)

5.4 How information and technology support and enable the practice

5.4.1 Explain the tools application (SCM: Table 5.1)

5.4.2 Apply the recommendations on automation (SCM: 5.2.1)

5.5 The role of partners and suppliers in the practice

5.5.1 Explain the dependencies of the practice on third parties (SCM: 6.1)

5.5.2 Explain how partners and suppliers can support the practice (SCM: 6.2)

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 (SCM: 7.1, 7.3)

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 (SCM: 8)

6 Plan, Implement, and Control

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 organization's service value system

6.1.2 Understand the role of the request fulfilment service value stream in the organization'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