# ITIL® 4 Practice Manager: Plan, Implement and Control («ITPIC»)

With this training, you will be able to make changes to your IT services smoothly and efficiently to maximize business and user value while minimizing potential disruptions.

**Duration:** 3 days
**Price:** 3'600.–
**Course documents:** Official courseware (English) & official Axelos book (digital) incl. exam voucher

## Content

### 1 Introduction to Plan, Implement & Control Practices

### 2 Change Enablement

- Purpose and key terms
- Success factors and associated metrics
- Value streams and processes
- Organization and People
- Information and technology
- Partners and Suppliers

### 3 Release Management

- Purpose and key terms
- Success factors and associated metrics
- Value streams and processes
- Organization and people
- Information and Technology
- Partners and suppliers

### 4 Service Configuration Management

- Purpose and key terms
- Success factors and associated metrics
- Value streams and processes
- Organization and people
- Information and Technology
- Partners and suppliers

### 5 Deployment Management

- Purpose and key terms
- Success factors and associated metrics
- Value streams and processes
- Organization and people
- Information and technology
- Partners and Suppliers

### 6 IT Asset Management

- Purpose and key terms
- Success factors and associated metrics
- Value streams and processes
- Organization and people
- Information and Technology

- Partners and Suppliers

**7 Practice Capability Development**

The course content/learning objectives are based on the official syllabus.

## Key Learnings

- Knowledge of the Practice Success Factors for the practices covered and understanding of what to look for to be successful.
- Ability to establish IT asset management to maximize the value of your assets
- Planning and implementing an appropriate IT asset lifecycle for different assets
- Planning and executing an IT asset management audit
- Developing an appropriate change enablement for the organization with different change types and change authorities
- Knowledge of the different types of deployments that can be distributed in the organization and when which are appropriate
- Ensuring that releases are planned appropriately for the organization and that the corresponding practice is set up in a meaningful way.
- Understanding the concept of configuration items to determine which CI types are relevant to your organization.

## Methodology & didactics

The course requires an additional time commitment outside of class of at least 20 hours (reading the book and repetition/homework).

The course consists of three days of interactive training consisting of presentation and group exercises. Please reserve evenings during the training for repetition and/or minor homework. The preparation and completion of homework will contribute significantly to exam success.

## Target audience

This training is suitable for anyone who wants to get more practical know-how on operational ITIL® practices. This includes operational managers and process managers.

## Requirements

The «ITIL® 4 Foundation» certificate is a prerequisite for this course. If you do not yet have this certificate, attend the following course:

- ITIL® 4 Foundation compact course («IT4»)

## Certification

The exam is available in English only. The course materials and official literature are also available in English only.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera. We recommend taking the exam on a private PC/notebook, as company notebooks are often subject to certain restrictions.

For more information about the exam, please visit the PeopleCert website here.

**Format:** Closed book, multiple-choice exam questions, number of questions: 60, pass rate: 65% (39 points out of 60), duration: 90 minutes, no aids allowed

If you also successfully pass the course: ITIL® 4 Create, Deliver and Support, you will receive the certificate «ITIL® 4 Practice Manager».

Under this link you will find more information about the complaint management of our certification partner and your rights.

## Additional information

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Further courses

- ITIL® 4 Specialist: Create, Deliver and Support («ITCDS»)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-digital-transformation-technologies/agile/course-itil-4-practice-manager-plan-implement-and-control