ITIL® 4 Specialist: Plan, Implement & Control (PIC)

3 Days (21 Hours) / Exam and PeopleCert Membership+ Included

Participants will gain an **understanding and application** of the concepts covered in the **5 ITIL Management Practices** covered in the ITIL4 Plan, Implement and Control (PIC) module: Change Enablement, Deployment Management, Release Management, Service Configuration Management, and IT Asset Management.



This course includes:

- A rich and interactive learning experience
- Quick Reference Guide, Learner Workbook and the PIC Official Practice Guide in digital format
- Take2 option, or a free exam retake
- Official online mock exam
- 1-year PeopleCert Membership+ to keep your certifications current
- Lunch and coffee breaks for those attending a classroom course

ITIL® 4 SPECIALIST: PLAN, IMPLEMENT & CONTROL (PIC)

Understand the purpose and key concepts of the Plan, Implement, and Control practices, highlighting their importance in establishing, executing, and governing IT service strategies effectively.

KEY LEARNING OBJECTIVES

- **Change Enablement** – Develop the skills to effectively manage and control changes within the IT environment, minimizing risk and ensuring alignment with business objectives.
- **Deployment Management** – Learn best practices for deploying new or updated services, including coordination of resources and minimizing disruption to ongoing operations.
- **Release Management** – Gain expertise in planning and managing successful releases, ensuring that new services or updates deliver value and meet user expectations.
- **Service Configuration Management** – Master the processes involved in accurately tracking and managing configuration items, ensuring visibility and control over the service landscape.
- **IT Asset Management** – Build a comprehensive understanding of managing IT assets across their lifecycle, from acquisition to retirement, to optimize costs and enhance value.

COURSE CONTENTS & AGENDA

- **Practice success factors**

  Learn about practice success factors (PSF) and key practice metrics, essential for evaluating the effectiveness and maturity of the Plan, Implement, and Control practices in achieving strategic objectives.

- **Practice processes**

  Explore processes, including key activities, and learn how to integrate them into your organisation's value stream to ensure coherent planning, effective implementation, and robust control mechanisms.

- **Roles and competencies**

Focus on key roles within the Plan, Implement, and Control practices, and understand how to position the practices effectively within your organisation. Develop the necessary competencies for planning, executing, and controlling IT service strategies.

- **Information and technology**

  See how Information and Technology can support and enable the Plan, Implement, and Control practices to deliver improvements, providing tools and systems for effective planning, implementation, and control.

- **Partners and suppliers**

  Explore the role of partners and suppliers in the Plan, Implement, and Control practices, understanding how to collaborate effectively to enhance strategy execution and governance.

- **The ITIL Capability model**

  Discover how the capability criteria support the practices' capability development, ensuring alignment with industry best practices and organisational requirements for effective planning, implementation, and control.

- **Practice success**

  Learn strategies for succeeding with the Plan, Implement, and Control practices and understand how they are supported by the ITIL guiding principles, ensuring the establishment of effective IT service strategies and governance frameworks to achieve business goals.

This course will alternate presentations, quizzes, activities (tasks and exercises) and mock exams to prepare learners for the exam.

WHO SHOULD ATTEND THE ITIL4 PIC COURSE?

The ITIL® 4 Specialist: Plan, Implement & Control (PIC) course is typically designed for IT Managers, Service Delivery Managers, IT Service Management Professionals, Project Managers and Team Leads in IT and IT Consultants.

This course is ideal for those with a foundational understanding of ITIL® 4 concepts and are looking to advance their expertise in implementing, managing, and controlling IT service strategies and operations.

PREREQUISITES

To attend this course, participants must hold the ITIL®4 Foundation certificate. Participants should have completed the ITIL4 Foundation level to ensure they have a basic understanding of ITIL concepts, terminology, and framework.

Students who have not taken the exam with B2B Learning will need to provide us with a copy of their certificate when registering for this course. If you need to take your ITIL 4 Foundation exam, you can either attend our ITIL 4 Foundation classroom course or eLearning module, or book your exam online only if you prefer to study on your own.

ABOUT THE CERTIFICATION EXAM

The examination is designed to assess whether you can demonstrate sufficient recall and understanding of the IITIL 4 Specialist: Plan, Implement, and Control practices, as described in the syllabus. The ITIL® 4 Practice qualifications build upon learners' existing knowledge of the ITIL® 4 framework.

Two sample papers are available for you to practise during the course. You will also get access to the online mock exams, which you will be able to access online from any device. These will help you to become confident in your understanding of the Plan, Implement, and Control practices and familiarize you with the style and structure of the exams.

- **Type of exam:** 60 multiple-choice questions
- **Pass rate:** 39 out of 60 marks required to pass (65%)
- **Duration:** 90 minutes
- **Closed book** exam
- Exam available in English only

On the first morning of the course, you will receive an exam voucher for an online proctored exam, allowing you to take the exam at your convenience after the training. For calendar courses (optional for incompany courses), this voucher includes a 1-year PeopleCert Membership Plus, which offers benefits like a free retake with Take2 and access to online mock exams. Your trainer will also provide detailed information about the exam rules and guidelines during the training.

COURSE MATERIAL

Students will receive an accredited set of course materials in digital format bundled with their exam voucher:

- Peoplecert's Official Training Materials (OTM) including a Quick Reference Guide, the Learner Workbook, quizzes, activities and 2 sample exam papers. Students can print the material if they wish.
- The 5 core guides for the 5 ITIL Practices covered in this course: Incident Management, Service Request Management, Problem Management, Service Desk, Monitoring and Event Management Practices.