



Information Technology

ITIL 4 Specialist: Plan, Implement and Control course.

Course Introduction

The ITIL 4 Specialist: Plan, Implement and Control combined practice module 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

Target Audience

- IT Operations Managers
- ITIL 4 Foundation-certified professionals
- Change Managers
- Configuration Managers

Learning Objectives

- 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 Outline

- **DAY 01**

- Change Enablement**

- Introduction to Change Enablement
 - Key Concepts & Terminology
 - Process Flow & Roles
 - Integrations with Other Practices
 - Tools, Automation, and Best Practices
 - Governance, Risks, and Success Factors

- **Day 02**

- Deployment Management**

- Introduction to Deployment Management
 - Deployment Approaches and Models
 - Deployment Process Flow
 - Roles and Responsibilities
 - Integration with Other Practices
 - Tools, Automation & Metrics
 - Governance, Risk & Improvement

- **Day 03**

- Release Management**

- Introduction to Release Management
 - Key Concepts & Terminology
 - Release Lifecycle and Process Flow
 - Roles and Responsibilities
 - Integration with Other ITIL Practices
 - Tools, Automation & Modern Practices
 - Metrics, Governance & Improvement

- **Day 04**

- Service Configuration Management**

- Introduction to Service Configuration Management
 - Scope, CI Types, and Structures
 - Process Activities & Data Lifecycle

- Roles, Responsibilities & Governance
- Integration with Other Practices
- Tooling & Automation
- Metrics, Risks & Improvement

• Day 05

IT Asset Management

- Introduction to IT Asset Management
- Scope, Types, and Lifecycle of Assets
- ITAM Practices & Policies
- Roles, Responsibilities, and Governance
- Tooling, Integration & Automation
- ITAM Metrics, Risks & Continual Improvement
- Interfaces with Other Practices

Official ITIL® 4 Specialist: Plan, Implement and Control Exam PricesThe official exam price for the ITIL 4 Specialist: Plan, Implement, and Control certification varies depending on the training provider and whether it includes additional materials or services.

PeopleCert (Official Exam Provider) \$850 USD - Includes the official exam, eBook (official manual), training

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 5, 2025	May 9, 2025	5 days	5100.00 \$	UAE - Dubai
Nov. 10, 2025	Nov. 14, 2025	5 days	5800.00 \$	England - London
July 14, 2025	July 18, 2025	5 days	5800.00 \$	Netherlands - Amsterdam

