

ITIL® 4 Plan, Implement, and Control (PIC) Certification Course

Course Description: ITIL® 4 provides organizations with a comprehensive framework for IT Service Management. The **ITIL 4 Specialist: Plan, Implement, and Control (PIC)** 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 concepts covered in the **five ITIL Management Practices** at both strategic and operational levels maximizing value from these practices.

- **ITIL 4 Practitioner: Change Enablement**
- **ITIL 4 Practitioner: Deployment Management**
- **ITIL 4 Practitioner: Release Management**
- **ITIL 4 Practitioner: Service Configuration Management**
- **ITIL 4 Practitioner: IT Asset Management**

Course Objectives: The expected learning outcomes:

- ✓ Understand the key concepts of the Plan, Implement, and Control (PIC) practices
- ✓ Understand the processes and value streams of the PIC practices
- ✓ Understand the roles and competencies of the PIC practices
- ✓ Understand how information and technology support and enable PIC practices
- ✓ Understand the role of partners and suppliers in the PIC practices
- ✓ Understand how the ITIL capability model can be used to develop PIC practices
- ✓ Understand how the ITIL guiding principles support the PIC practices

Audience: The primary audience for this course includes IT Service Manager, IT Operations, Service Desk, IT Support Staff and Agents, Service and Practice Owners.

Prerequisites: ITIL® 4 Foundation Certification is required

Course Length: 12 hours – online Canvas eLearning platform

Course Materials:

- ✓ Online eLearning course for self-paced presentation, exercises, and case studies
- ✓ ITIL 4 Digital Practice Guide eBook for each of the 5 practice areas
- ✓ Learner Workbook (435-pg, 433 slides) study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (18 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)

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Certification Exam: The 90-minute exam includes 60 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **65%** (39 out of 60) questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

Course Outline: **ITIL 4 Plan, Implement, and Control (PIC) v4.3**

Module 1: Introduction to the PIC Practices

Module 2: Change Enablement: The purpose is to maximize the number of successful service and product changes by ensuring that risks have been properly assessed, authorizing changes to proceed, and managing the change schedule.

- **Change:** *Develop, implement, monitor, and communicate change plans and schedules; report change status to stakeholders.*
- **Continual improvement:** *Align practices and services with evolving business needs via continuous improvement.*
- **AI and automation:** *Ensure systems meet stakeholder needs; release features on time, within budget, and at high quality.*

Module 3: Deployment Management: The purpose is to move new or changed hardware, software, documentation, processes, or any other component to live environments. It may involve the deploying of components to other environments for testing or staging.

- **Service design:** *Design fit-for-purpose/use services deliverable by the org and its ecosystem.*
- **Change:** *Execute and communicate deployment-related change plans and schedules.*
- **AI and automation:** *Use automation to deliver timely, budget-aligned, high-quality releases.*

Module 4: Release Management: The purpose is to make new and changed services and features available for use.

- **Service design:** *Design products/services fit for purpose/use and deliverable by the organization and its ecosystem.*
- **Change:** *Plan, implement, monitor, and communicate changes and schedules for IT products/services.*
- **AI and automation:** *Deliver stakeholder-aligned features on time, within budget, & with quality.*

Module 5: Service Configuration Management: The purpose is to ensure that accurate and reliable information about the configuration of services, and configuration items that support them, is available when and where it is needed.

- **Service operation:** *Build support/analysis skills for monitoring, maintaining IT systems & infra.*
- **Change:** *Plan, implement, monitor, and communicate change plans & status to stakeholders.*
- **Relationship management:** *Establish, analyze, monitor, and improve links with stakeholders at strategic/tactical levels.*

Module 6: IT Asset Management: The purpose is to plan and manage the full lifecycle of all IT assets. Any financially valuable component, resource, or capability that could contribute to the delivery of an IT product or service.

- **Digital transformation:** *Transform IT systems for digital models; collaborate across stakeholders; manage and lead plans.*
- **Continual improvement:** *Continuously improve products, services, & management practices.*
- **AI and automation:** *Apply automation to asset discovery, compliance, and lifecycle quality.*