ITIL® 4 Specialist: Plan, Implement and Control - Table of Contents

Duration: 3 Days (24 hours)

Module Name	Practice	Topics Covered
IT Asset Management (ITAM)	**Key Concepts**	Purpose of ITAM, success factors, key metrics, key terms (asset types, lifecycle, verification, inventory, discovery, audit)
	Processes	Inputs and outputs of processes, key activities, integration into value streams
	Roles and Competences	Responsibilities of IT asset manager, custodian, analyst, license manager, etc.
	Technology Support	Tools application, recommendations on automation
	Partners and Suppliers	Dependencies on third parties, support from partners
	ITIL Capability Model	Capability criteria supporting ITAM development
	Success Recommendations	Recommendations supported by ITIL guiding principles
Change Enablement (CE)	**Key Concepts**	Purpose of CE, PSFs and key metrics, key terms (change, change models, emergency change, authority)
	Processes	Inputs and outputs, key activities, integration into value streams
	Roles and Competences	Change manager, authority, positioning within organizational structure
	Technology Support	Tools application, automation recommendations
	Partners and Suppliers	Dependencies on third parties, support from partners
	ITIL Capability Model	Capability criteria supporting CE development
	Success Recommendations	Recommendations supported by ITIL guiding principles

Module Name	Practice	Topics Covered
Deployment Management (DM)	**Key Concepts**	Purpose of DM, PSFs and key metrics, key terms (environment, continuous integration, delivery, deployment)
	Processes	Inputs and outputs, key activities, integration into value streams
	Roles and Competences	Deployment manager, practitioner, organizational positioning
	Technology Support	Tools application, automation recommendations
	Partners and Suppliers	Dependencies on third parties, support from partners
	ITIL Capability Model	Capability criteria supporting DM development
	Success Recommendations	Recommendations supported by ITIL guiding principles
Release Management (RM)	**Key Concepts**	Purpose of RM, PSFs and key metrics, key terms (release, CI/CD, release models, push/pull conditions)
	Processes	Inputs and outputs, key activities, integration into value streams
	Roles and Competences	Responsibilities of release manager, organizational positioning
	Technology Support	Tools application, automation recommendations
	Partners and Suppliers	Dependencies on third parties, support from partners
	ITIL Capability Model	Capability criteria supporting RM development
	Success Recommendations	Recommendations supported by ITIL guiding principles
Service Configuration Management (SCM)	**Key Concepts**	Purpose of SCM, PSFs and key metrics, key terms (CI, configuration management system, configuration audits)

Module Name	Practice	Topics Covered
	Processes	Inputs and outputs, key activities, integration into value streams
	Roles and Competences	Configuration manager, librarian, resource custodian, positioning within structure
	Technology Support	Tools application, automation recommendations
	Partners and Suppliers	Dependencies on third parties, support from partners
	ITIL Capability Model	Capability criteria supporting SCM development
	Success Recommendations	Recommendations supported by ITIL guiding principles
Plan, Implement, and Control	**Key Concepts**	Purpose of planning and control, integration with ITIL practices, goals for implementation
	Processes	Defining, implementing, and controlling processes
	Roles and Competences	Key roles in planning, implementing, and controlling, and their responsibilities
	Technology Support	Tools and automation in planning and implementation
	Partners and Suppliers	Role of partners in planning and control
	ITIL Capability Model	Capability criteria for planning, implementing, and controlling
	Success Recommendations	Key success recommendations and alignment with ITIL guiding principles

- ✓ **Prerequisite**
- ITIL® 4 Foundation certification is mandatory.