

ITIL 5 Plan, Implement and Control

Course code: ITIL5PIC

ITIL 5 Plan, Implement and Control is a three-day course focused on five key ITIL practices for planning, implementing, and controlling changes to IT services: Change Enablement, Release Management, Deployment Management, Service Configuration Management, and IT Asset Management. Participants gain an in-depth understanding of the processes, roles, and metrics of these practices and learn how to integrate them effectively into the organisation's value stream. The course is designed for IT specialists and managers responsible for change control, release planning, deployments, and configuration management. Successful completion, together with the ITIL 5 Transformation module, paves the way to the ITIL 5 Practice Manager designation.

Target Audience

- IT specialists and managers responsible for planning, implementing, and controlling changes to IT services, managing configurations, and overseeing IT assets within the organisation.
- Change managers, release managers, and deployment specialists who want to deepen their knowledge and acquire a structured approach to change and release management.
- Process owners and IT service managers looking for a comprehensive framework for integrating planning, implementation, and control practices into the organisation's value stream.
- IT professionals who want to extend their qualifications with a practice-focused certification covering Change Enablement, Release, Deployment, and Configuration Management.
- Holders of ITIL Foundation (any version) who are building their path towards the ITIL 5 Practice Manager designation.

What You Will Learn

- Key Concepts of Five ITIL Practices: Understand the purpose and core concepts of Change Enablement, Release Management, Deployment Management, Service Configuration Management, and IT Asset Management, and how they interconnect within the value stream.
- Practice Success Factors (PSF) and Metrics: Learn to work with practice success factors and key metrics for evaluating the effectiveness and maturity of PIC practices in achieving organisational goals and minimising change-related risks.
- Processes and Key Activities: Explore the processes of each practice and learn how to integrate them into the organisation's value stream to ensure controlled, safe, and efficient delivery of changes to the IT environment.
- Roles and Competencies: Understand the key roles within the PIC practices and learn how to position them effectively within the organisational structure, including developing the necessary competencies for change and configuration management.
- Information, Technology, Partners, and Suppliers: Discover how technology and collaboration with external partners support and enable effective planning, implementation, and control of IT changes and assets.
- ITIL Capability Model: Learn how capability criteria support practice development in alignment with industry best practices and organisational requirements.

Course Content

- Change Enablement: Planning, assessing, and authorising changes to IT services to minimise risk and ensure a controlled change process.
- Release Management: Planning and coordinating the build, testing, and distribution of IT service releases and components to the production environment.
- Deployment Management: Managing the movement of new or updated IT components and configurations into the live environment in line with release plans.
- Service Configuration Management: Managing configuration items (CIs) and their interdependencies in the configuration management database (CMDB) to support other IT practices.
- IT Asset Management: Planning, tracking, and optimising the lifecycle of IT assets to ensure their effective utilisation, licence compliance, and cost minimisation.

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ITIL 5 Plan, Implement and Control

- Integration of Practices into the Value Stream: How to connect all five PIC practices to ensure consistent and safe management of changes, releases, deployments, and configurations in the IT environment.
- Technology and Tools for PIC: Overview of tools and systems supporting change management, configuration databases, asset management, and release planning.

Practical Information

- Course duration: 3 days (classroom or online with a live instructor).
- Prerequisites: ITIL Foundation (any version) or ITIL 4 Managing Professional certificate. Completion of accredited training is required.
- Exam: Closed-book, online via PeopleCert, 90 minutes, 60 multiple-choice questions, passing score 65%.
- Language of instruction: English. Official study materials are in English.
- Certificate: PeopleCert ITIL 5 Specialist: Plan, Implement and Control, internationally recognised, renewal every 3 years (60 CPD points).
- Accreditation: Course delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

Further Certifications

- ITIL 5 Plan, Implement and Control is one of three specialist modules leading to the ITIL 5 Practice Manager designation. The other modules are ITIL 5 Monitor, Support and Fulfill and ITIL 5 Collaborate, Assure and Improve, only one of the three is required to qualify.
- Successful completion of the ITIL 5 Transformation module is also required to be awarded the ITIL 5 Practice Manager designation.
- The ITIL 5 Practice Manager designation demonstrates advanced expertise in the operational management of ITIL practices and is a recognised proof of hands-on competence in IT service management.

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