

Course Title: ITIL® 4 Specialist: Plan, Implement, and Control

Course Duration:

5 Days | 35 Hours (Typically full-time training, or part-time over 2–4 weeks)

Course Overview:

This course equips learners with the practical skills to create, implement, and manage effective service management processes and initiatives aligned with ITIL® 4 practices. It's ideal for IT professionals aiming to bridge strategy and operations with planning and control disciplines.

Course Outline:

Module 1: Introduction to ITIL® 4 and Course Scope

- ITIL® 4 principles and value system
- Service value chain overview
- Importance of planning and control

Module 2: Organizational Change Management (OCM)

- The role of OCM in service management
- Key concepts, benefits, and tools for managing change
- Practical approaches to implementing change

Module 3: Portfolio Management

- Defining service portfolios and catalogues
- Managing portfolios strategically
- Ensuring alignment with business goals

Module 4: Risk Management

- IT risk concepts and frameworks
- Identifying and assessing risks
- Implementing mitigation strategies

Module 5: Information Security Management

- Core principles of InfoSec in ITIL® 4

- Ensuring confidentiality, integrity, and availability
- Alignment with ISO/IEC 27001

Module 6: Monitoring and Reporting

- Building effective monitoring systems
- Key performance indicators (KPIs) and metrics
- Reporting for stakeholders and decision-making

Module 7: Measurement and Continual Improvement

- Designing measurement systems
- Continual improvement models and techniques
- Integrating measurement into service management

Module 8: Communication and Stakeholder Management

- Planning and executing communication strategies
- Engaging internal and external stakeholders
- Managing expectations and feedback loops

Module 9: Practical Exercises and Case Studies

- Real-world scenarios and group activities
- Role-plays and simulation exercises
- Capstone project: Drafting a planning and control initiative

Target Audience:

- IT Managers
- Service Managers
- Change Managers
- Process Owners and Analysts

Prerequisites:

- ITIL® 4 Foundation certification