ITIL® 4 Specialist: Plan, Implement and Control

Kód kurzu: H37WRS

This course teaches key concepts, principles, values and challenges of ITIL 4's five management practices—the ITIL 4 Asset Management Practice, the ITIL 4 Change Enablement Practice, the ITIL 4 Deployment Management Practice, the ITIL 4 Release Management Practice, and the ITIL 4 Service Configuration Management Practice. It guides candidates on best practices at both strategic and operational levels to maximize value of the practices.The ITIL 4 Plan, Implement, and Control Practices course is structured and aligned around the ITIL work. The examination assesses whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Asset Management Practice, ITIL 4 Change Enablement Practice, ITIL 4 Deployment Management Practice, ITIL 4 Release Management Practice, ITIL 4 Service Configuration Management Practice publications.

Pro koho je kurz určen

- This course is for IT professionals who need to establish good cross-practice collaboration and effective service value streams.
- This course is also for candidates taking the ITIL 4 Plan, Implement and Control Practices qualification.

Co Vás naučíme

- Define 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 practices in the organization's value streams
- Understand 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 by using the ITIL Maturity Model

Požadované vstupní znalosti

- Prior to attending this course, participants should hold the ITIL® Foundation Certificate in IT Service Management.
- If participants want to achieve the ITIL 4 Practice Manager designation, they need complete the 5 individual practices plus HU0C2S: ITIL Specialist: Create, Deliver and Support. Or, participants can complete this course plus HU0C2S: ITIL Specialist: Create, Deliver and Support.

Studijní materiály

Studijní materiál Hewlett Packard Enterprise.

Osnova kurzu

IT Asset Management

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Change Enablement

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

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Deployment Management
- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Release Management
- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Service Configuration Management
- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Plan, Implement and Control
- Understand the processes and value streams of the Plan, Implement and Control practices
- How information and technology support and enable practices
- Recommendations for Plan, Implement and Control practices success

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