ITIL® 4 Specialist: Plan, Implement and Control Training

Duration: **3 Day**

BILGINC IT Academy
info@bilginc.com
bilginc.com

This three-day course is part of the ITIL® 4 Practice Manager pathway and equips learners with practical knowledge of five essential ITIL practices focused on planning, implementing, and controlling IT services. These practices are IT Asset Management, Change Enablement, Deployment Management, Release Management, and Service Configuration Management.

Participants will explore these practices in depth, learning how to apply them strategically and operationally to support service reliability, enable effective change, and manage digital and physical assets across the organisation. The course blends theory with practical application, enabling learners to understand how to assess, integrate, and optimise each practice using the ITIL Maturity Model.

Prerequisites

Participants must hold either the ITIL® 4 Foundation or ITIL® v3 Foundation certification. Familiarity with the concept of value streams is expected, as it will be referenced throughout the course.

Target audience

This course is designed for IT professionals seeking to apply best practice guidance across service planning and delivery, including:

- Professionals working in asset, change, or release management roles
- IT operations staff responsible for service deployment and control
- Configuration and deployment leads managing IT services and infrastructure
- Service management practitioners seeking structured frameworks for continuous improvement
- Individuals working toward ITIL® 4 Practice Manager or Master certification

What You Will Learn

By the end of this course, learners will be able to:

- Define the key concepts, value, and challenges of the five practices covered
- Describe the processes, activities, and roles associated with each practice
- Understand how technology and third-party involvement support each practice
- Apply the ITIL Maturity Model to assess and enhance practice performance
- Align practice objectives with ITIL 4 guiding principles and organisational goals
- Integrate these practices within service value streams to drive business outcomes
- Identify key metrics and success factors to measure practice effectiveness