ITIL® 4

ITIL 4 Practices:

Plan, Implement and Control

Syllabus

February 2023

Contents

1   Introduction

The purpose of this document is to outline:

- the learning outcomes of the ITIL 4 Plan, Implement, and Control Practices qualification and the assessment criteria that a candidate is expected to meet for each learning outcome (with references to 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)
- the examination design, in terms of question types to be used, exam duration, and administrative considerations
- the weightings (number of questions) across learning areas and 'Bloom's level' (level of cognitive processing required to answer the question/task, according to Bloom's (revised) taxonomy). Sections labelled NE are non-examinable.

The target audience for this document is:

Candidates taking the ITIL 4 Plan, Implement and Control Practices qualification.

This module compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4's five management practices, namely, 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 is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL 4 Plan, Implement, and Control Practices module is structured and aligned around the ITIL framework. The examination is intended to assess 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.

Prerequisites: The candidate must have passed the ITIL 4 Foundation examination.

2   Exam Overview

Material allowed	None	This is a 'closed book' exam. 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 should be used for study but is NOT permitted to be used in the exam.
Exam duration	90 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
Number of marks	60 marks	There are 60 questions, each worth 1 mark. There is no negative marking.
Provisional Pass mark	65%	You need to answer 39 questions correctly to pass the exam
Level of thinking	Bloom's levels 2 & 3	"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL 4 Plan, Implement, and Control Practices module. For Bloom's 3 questions, you need to demonstrate application of these concepts, methods and principles of the ITIL 4 Plan, Implement, and Control Practices module.
Question types	Standard classic, Negative, & List	The questions are all 'multiple choice'. For the 'standard classic' questions, you have a question and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

3   Question Types

Example 'standard' OTQ:

Which is a source of best practice?

    a) Q
    b) P
    c) R
    d) S

Example 'negative standard' OTQ:

Which is NOT a defined area of value?

    a) Q
    b) P
    c) R
    d) S

NOTE: Negative questions are <u>only used as an exception</u>, where part of the learning outcome is to know that something is not done or should not occur.

Example 'list' OTQ:

Which TWO statements about service asset and configuration management are CORRECT?

1. It does Q
2. It does P
3. It does R
4. It does S

    a) 1 and 2
    b) 2 and 3
    c) 3 and 4
    d) 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

4 ITIL 4 PLAN, IMPLEMENT, AND CONTROL PRACTICES SYLLABUS

The table below specifies the learning outcomes of the ITIL 4 Plan, Implement, and Control Practices qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

Note: Principal book references are in parentheses where each practice guide is referenced with an abbreviation where ITAM stands for IT Asset Management, CE: Change Enablement, DM: Deployment Management, RM: Release Management, SCM: Service Configuration Management. These refer to the section, but not the subsections within it. All tables that fall within the references of a particular assessment criterion/sub-criterion should be considered as within scope. Figures will be explicitly referenced.

The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Explain', indicates Level 2 understanding/comprehension, and 'Know how to'/'Apply'/'Identify'/'Carry Out' indicates Level 3 application.

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
1. IT Asset Management (ITAM)	1.1 The key concepts of the practice	1.1 Explain the purpose of the practice (ITAM: 2.1)	2		12
		1.1.2 Describe the practice success factors (PSF) & key metrics of the practice (ITAM: 2.4.1, including subsections, 2.4.2 excluding wording in blue boxes, 2.5)	2		
		1.1.3. Explain the key terms/concepts: a) IT asset types b) IT asset register c) IT asset lifecycle d) IT asset lifecycle models e) verification f) inventory g) discovery h) IT asset audit (ITAM: 2.2.2, 2.2.3, 2.2.4, excluding subsections except 2.2.4.7, 2.2.5)	2		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
	1.2 The processes of the practice	1.2.1 Describe inputs and outputs of the processes (ITAM: Tables 3.1, 3.3 and 3.5)	2		
		1.2.2 Describe the key activities of the processes (ITAM: Tables 3.2, 3.4 and 3.6)	2		
		1.2.3 Know how to integrate the practice in the organization's value streams (ITAM: 3.2.2, 3.2.3)	3		
	1.3 The roles and competences of the practice	1.3.1 Describe the responsibilities of the key roles of the practice: a) IT asset manager b) IT asset custodian c) IT asset analyst d) IT asset register administrator e) license manager f) IT asset owner g) IT asset consumer (ITAM: 4.1.1 - 4.1.7)	2		
		1.3.2 Know how to position the practice in the organizational structure (ITAM: 4.2, including subsections)	3		
	1.4 How information and technology support and enable the practice	1.4.1 Explain the tools application (ITAM: Table 5.1)	2		
		1.4.2 Apply the recommendations on automation (ITAM: 5.2.1)	3		
	1.5 The role of partners and suppliers in the practice	1.5.1 Explain the dependencies of the practice on third parties (ITAM: 6.1)	2		
		1.5.2 Explain how partners and suppliers can support the practice (ITAM: 6.2, 6.3)	2		
	1.6 How the ITIL capability model can be used to	1.6.1 Explain how capability criteria support the practice capability	2		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
	develop the practice	development (ITAM: 7.1, 7.3)			
	1.7 The recommendations for the practice success	1.7.1 Understand the recommendations for IT asset management success and how they are supported by the ITIL guiding principles (ITAM: 8)	3		
2. Change Enablement (CE)	2.1 The key concepts of the practice	2.1.1. Explain the purpose of the practice (CE: 2.1)	2		12
		2.1.2 Describe the PSFs & key metrics of the practice (CE: 2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.5)	2		
		2.1.3. Explain the key terms/concepts: a) change b) change model c) standard change d) emergency change e) change authority (CE: 2.2, 2.2.1)	2		
	2.2 The processes of the practice	2.2.1 Describe inputs and outputs of the processes (CE: Tables 3.1 and 3.3)	2		
		2.2.2 Describe the key activities of the processes (CE: Tables 3.2 and 3.4)	2		
		2.2.3 Know how to integrate the practice in the organization's value streams (CE: 3.2.2, including subsections, 3.2.3, including subsections)	3		
	2.3 The roles and competences of the practice	2.3.1 Describe the responsibilities of the key roles of the practice: a) change manager / coordinator b) change authority (CE: 4.1.1, 4.1.2)	2		
		2.3.2 Know how to position the practice in the organizational structure (CE: 4.2)	3		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
	2.4 How information and technology support and enable the practice	2.4.1 Explain the tools application (CE: Table 5.1)	2		
		2.4.2 Apply the recommendations on automation (CE: 5.2.1)	3		
	2.5 The role of partners and suppliers in the practice	2.5.1 Explain the dependencies of the practice on third parties (CE: 6.1)	2		
		2.5.2 Explain how partners and suppliers can support the practice (CE: 6.2)	2		
	2.6 How the ITIL capability model can be used to develop the practice	2.6.1 Explain how capability criteria support the practice capability development (CE: 7.1, 7.3)	2		
	2.7 The recommendations for the practice success	2.7.1 Understand the recommendations for change enablement success and how they are supported by the ITIL guiding principles (CE: 8)	3		
3. Deployment Management (DM)	3.1 The key concepts of the practice	3.1.1. Explain the purpose of the practice (DM: 2.1)	2		12
		3.1.2 Describe the PSFs & key metrics of the practice (DM: 2.4.1, 2.4.2, 2.5)	2		
		3.1.3. Explain the key terms/concepts: a) environment b) continuous integration c) continuous delivery d) continuous deployment (DM: 2.2.1, 2.2.2)	2		
	3.2 The processes of the practice	3.2.1 Describe inputs and outputs of the processes (DM: Tables 3.1 and 3.3)	2		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
		3.2.2 Describe the key activities of the processes (DM: Tables 3.2 and 3.4)	2		
		3.2.3 Know how to integrate the practice in the organization's value streams (DM: 3.2.2, 3.2.3, including subsections)	2		
	3.3 The roles and competences of the practice	3.3.1 Describe the responsibilities of the key roles of the practice: a) deployment manager b) deployment practitioner (DM: 4.1.1, 4.1.2)	2		
		3.3.2 Know how to position the practice in the organizational structure (DM: 4.2, including subsections)	3		
	3.4 How information and technology support and enable the practice	3.4.1 Explain the tools application (DM: Table 5.1)	3		
		3.4.2 Apply the recommendations on automation (DM: 5.2.1)	2		
	3.5 The role of partners and suppliers in the practice	3.5.1 Explain the dependencies of the practice on third parties (DM: 6)	3		
		3.5.2 Explain how partners and suppliers can support the practice (DM: 6)	2		
	3.6 How the ITIL capability model can be used to develop the practice	3.6.1 Explain how capability criteria support the practice capability development (DM: 7.1, 7.3)	2		
	3.7 The recommendations for the practice success	3.7.1 Understand the recommendations for deployment management success and how they are supported by the ITIL	2		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
		guiding principles (DM: 8)			
4. Release Management (RM)	4.1 The key concepts of the practice	4.1.1. Explain the purpose of the practice (RM: 2.1)	2		12
		4.1.2 Describe the PSFs & key metrics of the practice (RM: 2.4.1, 2.4.2, 2.5)	2		
		4.1.3. Explain the key terms/concepts: a) release b) CI/CD and release management c) release model d) push/pull conditions (RM: 2.2.1, 2.2.2, 2.2.3)	2		
	4.2 The processes of the practice	4.2.1 Describe inputs and outputs of the processes (RM: Tables 3.1 and 3.3)	2		
		4.2.2 Describe the key activities of the processes (RM: Tables 3.2 and 3.4)	2		
		4.2.3 Know how to integrate the practice in the organization's value streams (RM: 3.2.2, including Table 3.5, 3.2.3 including subsections)	3		
	4.3 The roles and competences of the practice	4.3.1 Describe the responsibilities of the key roles of the practice: a) release manager (RM: 4.1.1)	2		
		4.3.2 Know how to position the practice in the organizational structure (RM: 4.2)	3		
	4.4 How information and technology support and enable the practice	4.4.1 Explain the tools application (RM: Table 5.1)	3		
		4.4.2 Apply the recommendations on automation (RM: 5.2.1)	2		
	4.5 The role of partners and	4.5.1 Explain the dependencies of the	3		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
	suppliers in the practice	practice on third parties (RM: 6)			
		4.5.2 Explain how partners and suppliers can support the practice (RM: 6)	2		
	4.6 How the ITIL capability model can be used to develop the practice	4.6.1 Explain how capability criteria support the practice capability development (RM: 7.1, 7.3)	2		
	4.7 The recommendations for the practice success	4.7.1 Understand the recommendations for release management success and how they are supported by the ITIL guiding principles (RM: 8)	2		
5. Service Configuration Management (SCM)	5.1 The key concepts of the practice	5.1.1. Explain the purpose of the practice (SCM: 2.1)	2		12
		5.1.2 Describe the PSFs & key metrics of the practice (SCM: 2.4.1, 2.4.2, 2.5)	2		
		5.1.3. Explain the key terms/concepts: a) configuration item (CI) b) service configuration model c) CI lifecycle model d) configuration management system e) configuration management database f) baseline configuration g) configuration verification h) configuration inventory i) configuration audit (SCM: 2.1.1, 2.2.1, 2.2.2, 2.2.4, 2.2.6)	2		
	5.2 The processes of the practice	5.2.1 Describe inputs and outputs of the processes (SCM: Tables 3.1, 3.3 and 3.5)	2		
		5.2.2 Describe the key activities of the processes (SCM: Tables 3.2, 3.4 and 3.6)	2		

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
		5.2.3 Know how to integrate the practice in the organization's value streams (SCM: 3.2.2, 3.2.3, including subsections)	3		
	5.3 The roles and competences of the practice	5.3.1 Describe the responsibilities of the key roles of the practice: a) configuration manager b) configuration coordinator c) configuration librarian d) resource owner/custodian (SCM: 4.1.1, 4.1.2, 4.1.3)	2		
		5.3.2 Know how to position the practice in the organizational structure (SCM: 4.2)	3		
	5.4 How information and technology support and enable the practice	5.4.1 Explain the tools application (SCM: Table 5.1)	2		
		5.4.2 Apply the recommendations on automation (SCM: 5.2.1)	3		
	5.5 The role of partners and suppliers in the practice	5.5.1 Explain the dependencies of the practice on third parties (SCM: 6.1)	2		
		5.5.2 Explain how partners and suppliers can support the practice (SCM: 6.2)	2		
	5.6 How the ITIL capability model can be used to develop the practice	5.6.1 Explain how capability criteria support the practice capability development (SCM: 7.1, 7.3)	2		
	5.7 The recommendations for the practice success	5.7.1 Understand the recommendations for service configuration management success and how they are supported by the ITIL guiding principles (SCM: 8)	3		
6 Plan, Implement, and Control	6.1 Understand the processes and value	6.1.1 Understand the role of the incident resolution service value			NE*

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level		Marks
	streams of the Plan, Implement, and Control practices	stream in the organization's service value system			
		6.1.2 Understand the role of the request fulfilment service value stream in the organization's service value system			
		6.1.3 Know how the Plan, Implement, and Control practices contribute to the incident resolution service value stream			
		6.1.4 Know how the Plan, Implement, and Control practices contribute to the request fulfilment service value stream			
	6.2 How information and technology support and enable the practices	6.2.1 Understand what information is exchanged between the Plan, Implement, and Control practices in the context of the incident resolution and request fulfilment service value streams			
	6.3 Recommendations for the Plan, Implement, and Control practices success	6.3.1 Understand the recommendations for the Plan, Implement, and Control practices success and how they are supported by the ITIL guiding principles			

*Non-Examinable