



**ITIL® 4 Specialist: Plan,
Implement and Control**

Syllabus



Official Training Materials

1. Introduction

The purpose of this document is to outline:

- the learning outcomes of the ITIL® 4 Specialist: Plan, Implement, and Control module and the assessment criteria that a candidate is expected to meet for each learning outcome (with references to the Official Practice Guides of ITIL® 4 IT Asset Management, ITIL® 4 Change Enablement, ITIL® 4 Deployment Management, ITIL® 4 Release Management, ITIL® 4 Service Configuration Management)
- 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 Specialist: Plan, Implement, and Control module.

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 IT Asset Management practice, the Change Enablement practice, the Deployment Management practice, the Release Management practice, and the 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 Specialist: Plan, Implement, and Control 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 IT Asset Management, ITIL® 4 Change Enablement, ITIL® 4 Deployment Management, ITIL® 4 Release Management, ITIL® 4 Service Configuration Management Official Practice Guides.

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 IT Asset Management, ITIL® 4 Change Enablement, ITIL® 4 Deployment Management, ITIL® 4 Release Management, ITIL® 4 Service Configuration Management Official Practice Guides should be used for study but are 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 level 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL® 4 Specialist: Plan, Implement, and Control module. For Bloom's 3 level questions, you need to demonstrate application of these concepts, methods and principles of the ITIL® 4 Specialist: Plan, Implement, and Control module.
Question types	Standard, Negative, Missing word(s), and List	The questions are all 'multiple choice'. 'Standard' questions have a stem and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'missing word(s)' questions, there is a sentence with a word or more words missing and candidates have to select the missing word from four options. For the 'list' questions, there is a list of four statements, and candidates have to select two correct statements from the list.

3. Question types

All 60 questions are Objective Test Questions (OTQs), which present four options from which one option is selected. Distractors (wrong answers) are options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined. Question styles used within this type are: 'Standard', 'List' (2 correct items), and, exceptionally, 'Negative' OTQ.

Example 'Standard' OTQ:

Which is a source of best practice?

- A. Q
- B. P
- C. R
- D. S

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.

Example 'Missing word' OTQ:

Identify the missing word(s) in the following sentence.

A [?] defines requirements for services and takes responsibility for outcomes from service consumption.

- A. Role Q
- B. Role P
- C. Role R
- D. Role S

Example 'Negative' standard OTQ:

Which should **NOT** be used when dealing with vendors?

- A. Q
- B. P
- C. R
- D. S

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

Please see the sample paper for an example of the exam format and content.

4. Syllabus

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

Note: Official Practice Guide references are in parentheses. Each Official 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	1.1.1 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, 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	
	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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		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, including subsections)	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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	1.6 How the ITIL capability model can be used to develop the practice	1.6.1 Explain how capability criteria support the practice capability development (ITAM: 7.1, 7.3)	2	
	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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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	
	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)	3.1.1 Explain the purpose of the practice (DM: 2.1)	2	
		3.1.2 Describe the PSFs & key metrics of the practice (DM: 2.4.1, 2.4.2, 2.5)	2	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		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	
		3.2.1 Describe inputs and outputs of the processes (DM: Tables 3.1 and 3.3)	2	
		3.2.2 Describe the key activities of the processes (DM: Tables 3.2 and 3.4)	2	
	3.2 The processes of the practice	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	
		3.3.1 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	
	3.3 The roles and competences of 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	
	3.4 How information and technology support and enable the practice			

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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 guiding principles (DM: 8)	2	
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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	4.3 The roles and competences of the practice	4.2.3 Know how to integrate the practice in the organization's value streams (RM: 3.2.2, 3.2.3, including subsections)	3	
		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 suppliers in the practice	4.5.1 Explain the dependencies of the practice on third parties (RM: 6)	3	
		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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
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	
		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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
6. Plan, Implement, and Control	6.1 Understand the processes and value streams of the Plan, Implement, and Control practices	6.1.1 Understand the role of the incident resolution service value stream in the organization's service value system		NE*
		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

5. Exam Specification

The **ITIL® 4 Specialist: Plan, Implement and Control examination** will consist of **five (5)** sections with the following structure:

Learning Outcome	Weighting %
1. IT Asset Management (ITAM)	20%
2. Change Enablement (CE)	20%
3. Deployment Management (DM)	20%
4. Release Management (RM)	20%
5. Service Configuration Management (SCM)	20%
Total	100%

Notes

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