ITIL 4 Practice Manager: Plan, Implement & Control (PIC) Course

Overview

The **ITIL 4 Practice Manager (PM): Plan, Implement & Control (PIC)** certification is designed for IT professionals responsible for **strategic planning, execution, and control of IT services**. This module focuses on **effective planning, governance, risk management, and continual improvement** in service management practices.

This course is a key part of the **ITIL 4 Practice Manager certification path**, equipping learners with the skills to **design, implement, and govern ITSM processes to ensure efficiency, compliance, and business alignment**.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.

- **Self-Paced eLearning** – Flexible learning at your own pace.

- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.

- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: ITIL 4 Overview & Strategic Planning

- Understanding ITIL 4 principles and governance.

- The role of **Plan, Implement & Control (PIC)** in service management.

- Aligning IT services with business objectives.

Module 2: ITIL 4 Practices for Planning & Implementation

- Service portfolio and demand management.

- Financial management in IT service planning.

- Capacity and performance management.

Module 3: Governance, Risk, and Compliance (GRC) in ITSM

- Establishing governance models in service management.

- Managing risk and compliance effectively.

- Organizational change management strategies.

Module 4: IT Service Performance & Control

- Monitoring service performance and reporting.

- Controlling IT service operations through automation.

- Continual improvement frameworks and methodologies.

Module 5: ITIL 4 Practice Manager Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.

- Exam-taking strategies & study techniques.

Learning Outcomes

After completing this course, candidates will:

- Understand how to **plan, implement, and control IT service management practices**.

- Learn **best practices for risk management, governance, and continual improvement**.

- Gain expertise in **service portfolio, capacity, and performance management**.

- Be **fully prepared** for the **ITIL 4 Practice Manager PIC Certification Exam**.

Who Should Attend?

This course is ideal for:

- IT professionals responsible for **IT planning, implementation, and service control**.

- IT service managers, governance specialists, and business analysts.

- ITIL 4 Foundation certified professionals aiming to progress to **Practice Manager**.

- Individuals seeking expertise in **IT risk management, governance, and continual service improvement**.

Prerequisites

To take the **ITIL 4 PIC exam**, candidates must have:

- **ITIL 4 Foundation Certification**.

- Basic knowledge of **service planning, risk management, and IT governance**.

Exam & Certification

ITIL 4 PIC Exam Details:

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice

- **Duration:** 90 Minutes

- **Number of Questions:** 40

- **Passing Score:** 70% (28/40 Correct Answers)

- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practice Manager (PM) designation**.

- Enhances career opportunities in **IT planning, risk management, and service control**.

- Recognized globally for **ITSM governance, compliance, and performance optimization**.

Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 PIC exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:

- **Digital eBook**

- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

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Advance Your ITSM Career with ITIL 4 Practice Manager PIC Certification!