

Updated on 06/01/2026

[Sign up](#)

# ITIL Specialist Certification: Plan, Implement, and Control

3 days (21 hours)

## Overview

The ITIL Specialist: Plan, Implement, and Control certification helps you structure and manage ITIL practices to deliver reliable, measurable services aligned with business priorities. It applies directly to process implementation, operational control, and continuous improvement.

This training aims to translate ITIL principles into concrete decisions: defining roles, designing workflows, selecting metrics, and establishing controls. You will learn to plan the deployment of practices, manage risks, and ensure compliance, all while improving the user experience.

The approach is resolutely practical: mapping workshops, case studies, tool demos, and exam preparation exercises. You'll leave with reusable deliverables: an implementation plan, RACI matrix, risk register, KPI dashboard, and control checklists.

## Objectives

- Plan the implementation of ITIL practices and prioritize projects.
- Design operational workflows with roles, rules, and controls.
- Define KPIs/SLIs/SLOs and build a management dashboard.
- Manage risks, compliance, and quality through control mechanisms.
- Prepare for and pass the ITIL Specialist: PIC exam.

## Target Audience

- ITSM Managers / Service Delivery Managers
- Project Managers / IT PMO
- Run, Support, and Operations Team Managers
- ITIL Consultants / Continuous Improvement

# Prerequisites

- ITIL 4 Foundation certification (or equivalent knowledge)
- Experience in IT operations, support, or service management
- Basic understanding of change management, incident management, and problem management
- Understanding of metrics (SLAs, KPIs) and performance management

## Technical prerequisites

- Modern browser (Chrome/Firefox/Edge) and office suite
- Access to an ITSM tool (ServiceNow/Jira/GLPI) or equivalent demo

## ITIL Specialist Certification Training Program: Plan, Implement, and Control

[Day 1 - Morning]

### Positioning of the ITIL Specialist PIC and management principles

- Clarifying the PIC scope: planning, implementation, and control of ITSM practices
- Linking SVS, the Value Chain, and governance/management objectives
- Identify key roles: practice owner, process owner, and service managers
- Define expected outcomes: value, compliance, performance, and continuous improvement
- Hands-on workshop: Mapping a target value chain and associated responsibilities (RACI).

[Day 1 - Afternoon]

### Plan the implementation of practices: assessment and roadmap

- Conduct an assessment: maturity, gaps, risks, and dependencies
- Building a roadmap: prioritization, quick wins, milestones, and acceptance criteria
- Define minimum documentation: policies, procedures, templates, and operational guides
- Prepare for adoption: communication, training, and organizational change management
- Hands-on workshop: Create a 12-week implementation roadmap with priorities and deliverables.

[Day 2 - Morning]

### Implement and standardize: design, transition, and tools

- Define the operational model: workflows, rules, escalations, and SLAs/OLAs
- Configuring ITSM tools: catalog, forms, queues, automations, and notifications
- Manage data: CMDB, quality, repositories, and naming conventions
- Preparing for production deployment: pilots, go/no-go criteria, deployment plan
- Hands-on workshop: Design a target workflow (incident or request) and its automation rules.

## [Day 2 - Afternoon]

### Monitoring performance: metrics, reporting, and governance

- Defining useful KPIs: efficiency, quality, user experience, and value
- Implement reporting: dashboards, service reviews, committees, and rituals
- Managing compliance: policies, controls, traceability, and risk management
- Organizing continuous improvement: improvement log, prioritization, and tracking benefits
- Hands-on workshop: Building a management dashboard (KPIs + thresholds + actions) for ITSM.

## [Day 3 - Morning]

### Managing execution: coordination, quality, and exception handling

- Implementing operational controls: reviews, sampling, internal audits
- Managing exceptions: waivers, emergencies, workarounds, and documented decisions
- Ensuring service quality: complaint management, trends, corrective actions
- Coordinating stakeholders: suppliers, product teams, security, and operations
- Hands-on workshop: Defining a control plan (control points, frequency, evidence) for a target process.

## [Day 3 - Afternoon]

### Consolidation and preparation for certification

- Review key PDCA concepts: planning, implementation, check, and improvement
- Analyze exam-style scenarios: choice of metrics, governance, adoption, and risks
- Identify common pitfalls: confusion between governance and management, KPIs vs. objectives, excessive documentation
- Answering strategy: time management, reading questions, eliminating distractors
- Hands-on workshop: Mock exam (scenario-based questions) and detailed feedback.

## Target companies

This training is designed for both individuals and businesses, large and small,

wishing to train their teams in new advanced IT technology or to acquire specific professional knowledge or modern methods.

## Placement at the start of the training

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

## Teaching Methods

Practical Course: 60% Practical, 40% Theory. Training materials distributed in digital format to all participants.

## Organization

The course alternates between theoretical input from the trainer, supported by examples and reflection sessions, and group work.

## Assessment

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been properly acquired.

## Certification

A certificate will be issued to each trainee who has completed the entire training program.