



Course technical sheet

ITIL 4 Practice Manager — PM

Fee

680,00 €

Final exam only

Course code

ITIL4_PM

Test duration

60 min

Passing score

70%

Issued

27/05/2026

Executive summary

Course description ITIL 4 Practice Manager is the specialist pathway for professionals who want to demonstrate advanced competence in ITIL operational and management practices. The course explores the practical application of practices within services, teams, workflows and value streams, focusing on roles, activities, metrics, integrations, automation and cross-practice collaboration. Learning objectives By the end of the course, learners will be able to: - design, apply and improve specific ITIL practices in real contexts; - connect operational and management practices to value streams and the Service Value Chain; - define roles, responsibilities, inputs, outputs, metrics and controls for each practice; - improve incident, problem, change, service request, service desk, monitoring, deployment, release and service configuration management; - integrate multiple practices to support end-to-end workflows and reduce operational inefficiencies; - use data, knowledge management and automation to increase quality, speed and traceability. Main contents - Structure and application of ITIL management practices. - Incident Management, Problem Management, Service Request Management and Service Desk. - Change Enablement, Deployment Management, Release Management and Service Configuration Management. - Monitoring and Event Management, Service Level Management and Continual Improvement. - Metrics, KPIs, controls, reporting and performance improvement. - Integration between practices, value streams and ITSM tools. - Automation, knowledge bases, workflows and collaboration across teams. Target audience This course is suitable for process owners, practice owners, service desk managers, incident managers, problem managers, change managers, release managers, configuration managers, ITSM consultants, operational specialists and professionals who want to strengthen specialist competence in specific ITIL areas. Expected outcomes Learners acquire practical and specialist capabilities to implement and optimise ITIL practices in a measurable way. The course improves stability, speed, service quality, operational control and collaboration across functions, reducing fragmentation and non-standardised approaches.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may

Certification Bodies Management systems

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be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

Syllabus summary

Course description ITIL 4 Practice Manager is the specialist pathway for professionals who want to demonstrate advanced competence in ITIL operational and management practices. The course explores the practical application of practices within services, teams, workflows and value streams, focusing on roles, activities, metrics, integrations, automation and cross-practice collaboration. Learning objectives By the end of the course, learners will be able to: - design, apply and improve specific ITIL practices in real contexts; - connect operational and management practices to value streams and the Service Value Chain; - define roles, responsibilities, inputs, outputs, metrics and controls for each practice; - improve incident, problem, change, service request, service desk, monitoring, deployment, release and service configuration management; - integrate multiple practices to support end-to-end workflows and reduce operational inefficiencies; - use data, knowledge management and automation to increase quality, speed and traceability. Main contents - Structure and application of ITIL management practices. - Incident Management, Problem Management, Service Request Management and Service Desk. - Change Enablement, Deployment Management, Release Management and Service Configuration Management. - Monitoring and Event Management, Service Level Management and Continual Improvement. - Metrics, KPIs, controls, reporting and performance improvement. - Integration between practices, value streams and ITSM tools. - Automation, knowledge bases, workflows and collaboration across teams. Target audience This course is suitable for process owners, practice owners, service desk managers, incident managers, problem managers, change managers, release managers, configuration managers, ITSM consultants, operational specialists and professionals who want to strengthen specialist competence in specific ITIL areas. Expected outcomes Learners acquire practical and specialist capabilities to implement and optimise ITIL practices in a measurable way. The course improves stability, speed, service quality, operational control and collaboration across functions, reducing fragmentation and non-standardised approaches.

Learning Objectives

- Design, apply and improve ITIL practices in real environments
- Link operational and management practices to value streams and Service Value Chain
- Define roles, responsibilities, inputs/outputs, metrics and controls for each practice
- Enhance performance in incident, problem, change, service request, service desk, monitoring, deployment, release and service configuration management
- Integrate multiple practices to support end-to-end workflows
- Utilize data, knowledge management and automation to boost quality and speed

Skills Acquired

- Advanced management of ITIL practices

- Capability to integrate practices with ITSM processes and tools
- Implementation of metrics and KPIs for performance monitoring
- Development and coordination of optimized workflows with automation
- Improved cross-team collaboration

Target Audience

- Practice owners
- Process managers
- Service desk managers
- Incident managers
- Problem managers
- Change managers
- Release and configuration managers
- ITSM consultants and operational specialists

Prerequisites

- Basic knowledge of ITIL Foundation or equivalent experience

Program

- Introduction to ITIL management practices
- Incident, Problem, Service Request Management and Service Desk
- Change Enablement, Deployment and Release Management
- Service Configuration Management and Monitoring
- Service Level Management and Continual Improvement
- Metrics, KPIs and reporting
- Integration of practices, value streams and tools
- Automation, knowledge base and workflows

Teaching Method

Lectures, practical exercises, case studies and group discussions

Assessment Method

Final test with 70% passing score, including scenario-based and multiple-choice questions

Duration

60 minutes of theory and assessment

Certification**Certification Bodies Management systems**

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Certificate of attendance indicating test success

Expected Outcomes

Acquisition of specialist skills to implement and optimize ITIL practices, enhancing stability, service quality, operational control and collaboration