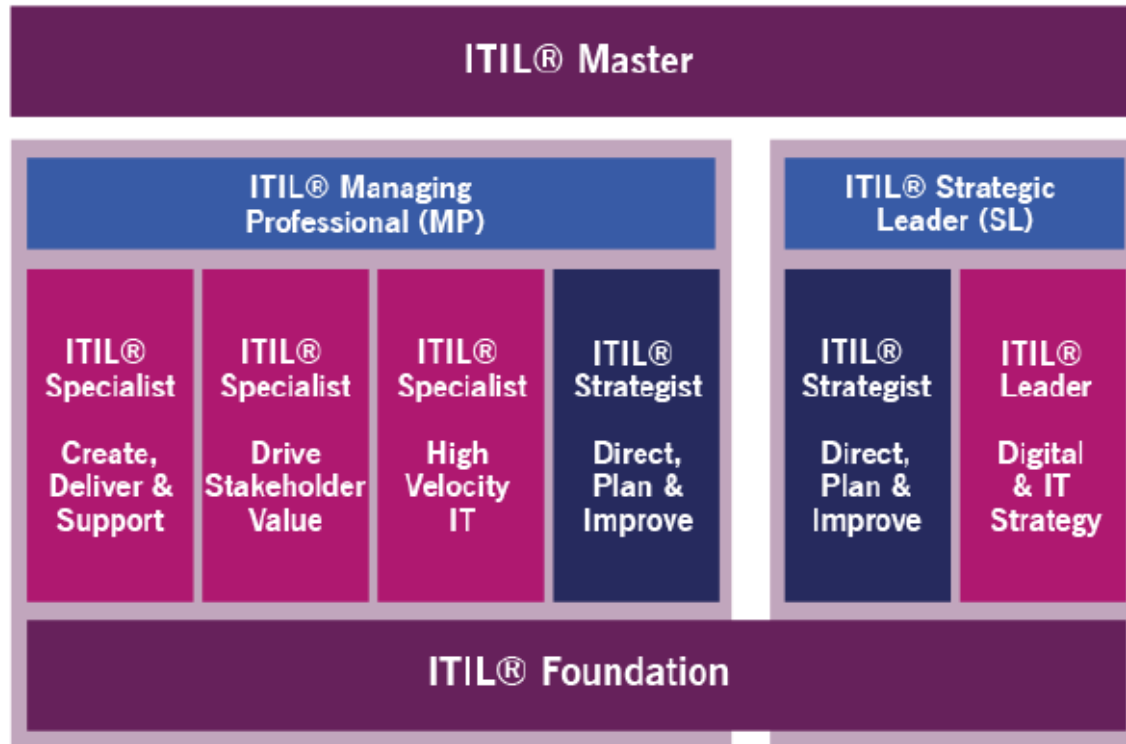


ITIL® 4 Managing Professional Transition



Program Overview

The ITIL 4 ITIL® 4 Managing Professional Transition qualification is intended to allow candidates of the previous iteration of ITIL the opportunity for a straightforward transition to ITIL 4 in order to achieve the designation of ITIL 4 Managing Professional. It shall also provide candidates with an understanding of the new ITIL 4 Foundation concepts and definitions, including the key differences between the previous iteration of ITIL and ITIL 4 and how they can be practically applied. Finally, it is intended to provide candidates with an understanding of the key elements from each of the four ITIL Managing Professional (MP) modules: Create, Deliver & Support, Drive Stakeholder Value, High Velocity IT, and Direct, Plan & Improve, as well as ITIL 4 Foundation.



Training Objective

At the end of this new two-day course, attendees will understand the following:

The purpose of the ITIL 4 Managing Professional Transition Examination is to assess whether the candidate can demonstrate sufficient understanding and practical application of the concepts covered in the following ITIL 4 Core publications to be awarded the designation ITIL 4 Managing Professional:

- ITIL 4 Foundation: to introduce readers to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts
- Create, Deliver and Support (CDS): to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
- Drive Stakeholder Value (DSV): to provide the candidate with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts
- High Velocity IT (HVIT): to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high velocity environments
- Direct, Plan and Improve (DPI): to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.

Agenda and Outline

ITIL 4 Foundation

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organization to adopt and adapt service management
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain, and how they interconnect

CREATE, DELIVER AND SUPPORT

- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how relevant ITIL practices contribute to the creation, delivery and support across the SVS and value streams
- Know how to create, deliver and support services

DRIVE STAKEHOLDER VALUE

- Understand how customer journeys are designed
- Know how to foster stakeholder relationships
- Know how to shape demand and define service offerings
- Know how to onboard and offboard customers and users
- Know how to act together to ensure continual value co-creation (service consumption / provisioning)
- Know how to realize and validate service value

HIGH VELOCITY IT

- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- Understand the digital product lifecycle in terms of the ITIL 'operating model'
- Understand the importance of the ITIL guiding principles and other fundamental concepts for delivering high velocity IT

DIRECT, PLAN & IMPROVE

- Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context
- Understand the role of GRC and know how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction planning and improvement

Target Audience

- Individuals at the start of their journey in Service Management
- ITSM Managers and aspiring ITSM Managers
- Individuals working in other parts of "IT" (digital, product, development) with strong interface with service delivery
- Existing ITIL® qualification holders wishing to update their knowledge.

Prerequisites

Already an ITIL V3 Expert (or have obtained 17 credits)

Exam:

The exam is closed book with 40 multiple choice questions. The pass score is 70% (28 out of 40 questions). The exam duration is 90 minutes. The exam can be taken in two formats: paper-based or online.