Course 65021A: ITIL® 4 Managing Professional Transition

About This Course

The purpose of the ITIL 4 Managing Professional Transition Qualification is to provide candidates of the previous iteration of ITIL:

- the opportunity for a straightforward transition to ITIL 4 to achieve the designation of ITIL 4 Managing Professional.

- an understanding of ITIL 4 Foundation concepts and definitions, including the key differences between ITIL v3 and ITIL 4 and how they can be practically applied.

- an understanding of the key elements from each one of the four ITIL Managing Professional (MP) modules: Create, Deliver and Support, Drive Stakeholder Value, High Velocity IT and Direct, Plan and Improve, and ITIL 4 Foundation.

Certification Examination Type and Duration

Upon completion of the course, candidates may sit the ITIL Managing Professional examination leading to the ITIL Managing Professional Certificate in IT Service Management. 90 minutes (or 113 minutes and use of a dictionary for those taking the examination in a language other than their native or working language) is allowed for the closed-book, supervised examination which may be taken in online or paper-based format. The examination is a multiple-choice format consisting of forty (40) questions. A score of 28 out of 40 (70%) or better is required to pass the examination.

Audience

This course is for ITIL v3 Experts, or those with 17 or more ITIL v3 credits, and wish to transition to the ITIL 4 scheme and develop ITIL 4 knowledge and application ability.

Duration

The examination specification for this course specifies 30 contact hours of study, including the 90-minute exam, but exclusive of examination preparation (e.g., the review of the included sample exam(s)). The course is available as self-directed learning (including eLearning or Computer-Based-Training, with an optional online exam with remote proctor) or as a traditional classroom or virtual instructor-led training delivery, with opional in-person or online proctor. In a classroom setting, as ITIL v3 Expert or 17 v3 credits are prerequisite, the typical expected time allocation will be 5 days, including: ½ day for Foundation, 1 day for each other module, and a ½ day of summary, exam prep, mock exam, and the actual exam.

Prerequisites

ITIL v3 Expert certification or 17 or more ITIL v3 credits.

Learning Objectives

At the end of this course, you should understand:
- the key concepts of service management
- how ITIL guiding principles can help organizations adopt and adapt service management
- the four dimensions of service management
- the purpose and components of the ITIL service value system
- the activities of the service value chain, and how they interconnect
- how to plan and build a service value stream to create, deliver, and support services
- how ITIL practices contribute to create, deliver and support across the SVS/value streams
- how to create, deliver and support services
- high-velocity digital enterprise concepts, including the demand it places on IT
- the digital product lifecycle in terms of the ITIL 'operating model'
- the importance of ITIL guiding principles and other concepts in delivering high-velocity IT
- how customer journeys are designed
- how to foster stakeholder relationships
- how to shape demand and define service offerings
- how to onboard and offboard customers and users
- how to act together to ensure continual value co-creation (consumption / provisioning)
- how to realize and validate service value
- the scope and activities relevant to Direct and plan
- the role of GRC and how to integrate the principles and methods into the SVS
- key organizational change management principles/methods to direct, plan and improve

Course Outline

Module 1: Foundation

Module 2: Create Deliver and Support

Module 3: Drive Stakeholder Value

Module 4: High Velocity IT

Module 5: Direct Plan and Improve

Module 6: Summary, exam prep, exam

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