

ITIL® 4 Managing Professional Transition

Certificate: ITIL® 4 Managing Professional
Duration: 5 days

Delivery: Classroom
Language: English

Course Description:

The ITIL® 4 Managing Professional Transition module is a bridge course that enables the ITIL v3 professionals to easily transition across to ITIL 4 certification scheme. The ITIL 4 Managing Professional Transition module is designed to enable ITIL Experts or professionals with 17 credits to gain the designation of ITIL 4 Managing Professional through one course and one exam.

The purpose of the ITIL 4 Managing Professional Transition module is to provide candidates with an understanding of the:

- Core concepts and definitions of ITIL 4 Foundation, including the key differences between the previous iteration of ITIL and ITIL 4 and how they can be practically applied.
- 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.

Audience:

The training for ITIL 4 MP Transition module is targeted towards all practitioners with significant experience in IT service management and who wish to develop their knowledge and application skills for ITIL 4.

For taking the ITIL 4 Managing Professional Transition exam, a candidate must hold the ITIL Expert certificate or a minimum of 17 credits from the ITIL v3 Foundation and Intermediate/Practitioner modules. ITIL 4 Foundation can be accepted to replace ITIL v3 Foundation, plus 15 credits from ITIL Intermediate/Practitioner modules.

Learning Objectives:

The learning objectives of the course are based on the following learning outcomes of the Managing Professional Transition exam specification:

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organization 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
- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how to use a value stream to design, develop and transition new services
- Know how to use a value stream to provide user support
- Know how to coordinate, prioritize and structure work and activities to create deliver and support services, including managing queues and backlogs and prioritizing work
- Understand how customer journeys are designed
- Know how to foster stakeholder relationship
- 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
- Understand concepts regarding the high-velocity nature of the digital enterprise
- Understand how high velocity IT relates to:
 - The four dimensions of service management
 - The ITIL service value system
 - The service value chain
 - The digital product lifecycle
- Understand the following principles, models and concepts and know how to use the following principles, models and concepts:
 - Ethics
 - Safety culture
 - Lean culture
 - Toyota Kata
 - Lean/Agile/Resilient/Continuous
 - Service-dominant logic
 - Design thinking
 - Complexity thinking
- Identify the scope of control and within this
 - Know how to cascade goals and requirements
 - Know how to define effective policies, controls and guidelines
 - Know how to place decision-making authority at the correct level
- Understand the role of risk and risk management in DPI
- Understand how governance impacts DPI
- Know how to ensure that controls are sufficient, but not excessive
- Understand the nature, scope and potential benefits of organizational change management
- Know how to use the key principles and methods of communication & organizational change management

Prerequisites:

For taking the ITIL 4 MP Transition exam, a candidate must hold the ITIL Expert certificate or a minimum of 17 credits from the ITIL v3 Foundation and Intermediate/Practitioner modules.

About the Examination:

Delivery	Online (Web based) and paper based
Format	Closed book
Proctoring	Live or Web-proctored
Duration	90 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
# of questions	40 simple multiple choice (1 mark per question) <ul style="list-style-type: none"> • 23 questions at Bloom's Level 2 • 17 questions at Bloom's Level 3
Pass Grade	70% or higher (28 correct answers)

Course Outline:

Course Introduction

Part 1: ITIL 4 Foundation

- Key Concepts of Service Management
- The ITIL Guiding Principles
- The Four Dimensions of Service Management
- The Service Value System and Service Value Chain

Part 2: Create, Deliver and Support

- ITSM Professionalism
- Resource Planning and Management
- How to Create, Deliver and Support
- Prioritize and Manage Work

Part 3: Drive Stakeholder Value

- Customer Journey
- Foster Relationships
- Shape Demand and Define Service Offerings
- Onboard and Offboard Customers and Users
- Realize and Validate Service Value

Part 4: High Velocity IT

- Introduction
- Key Concepts of High Velocity IT
- High Velocity IT Objectives
- High Velocity ITIL
- High Velocity IT Culture

Part 5: Direct, Plan and Improve

- Introduction
- Key Concepts of Direct, Plan and Improve
- Role of GRC and Integration into Service Value System
- Organizational Change Management

