

# ITIL4

## MANAGING PROFESSIONAL TRANSITION

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## ITIL 4 MPT

## Introduction

- ▶ Name
- ▶ Role, Company
- ▶ Familiarity with ITIL concepts
- ▶ Expectations from this course

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# ITIL 4 MPT

## About the Instructor

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## ITIL 4 MPT

## About the MPT course

### Target Audience

- ▶ Practitioners with significant experience in IT service management
- ▶ Pre-requisite is 17 points on the ITIL V3 exam scheme
- ▶ OR ITIL expert, even if achieved via the previous bridge exam
- ▶ Five-day training course
- ▶ Allows use of the ITIL Managing Professional designation

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## ITIL 4 MPT

## Agenda

- ▶ Day 1:
  - ▶ Foundation
    - ▶ Structure of ITIL 4
    - ▶ Key Concepts
    - ▶ Guiding Principles
    - ▶ The four dimensions
    - ▶ The Service Value System & Service Value Chain
  - ▶ CDS
    - ▶ Organization Structure
    - ▶ Workforce management

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## ITIL 4 MPT

## Agenda

- ▶ Day 2:
  - ▶ CDS
    - ▶ The value stream for a new service
    - ▶ The value stream for user support
    - ▶ Managing queues and backlogs
    - ▶ Prioritizing work
  - ▶ DSV
    - ▶ Understand how customer journeys are designed
    - ▶ How to foster stakeholder relationships
    - ▶ How to develop customer relationships
    - ▶ Mutual Readiness and Maturity
    - ▶ Designing digital service experiences
    - ▶ Selling and procuring service offerings
    - ▶ Onboard and offboard customers and users

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## Agenda

- ▶ Day 3:
  - ▶ DSV
    - ▶ Relating with users and fostering relationships
    - ▶ User engagement and delivery channels
    - ▶ Value co-creation
    - ▶ Realise and Validate Service Value
  - ▶ HVIT
    - ▶ Terms and definitions
    - ▶ Objectives of HVIT
    - ▶ HVIT and the four dimensions
    - ▶ HVIT and the SVS
    - ▶ HVIT and the SVC
    - ▶ The digital product lifecycle

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## ITIL 4 MPT

## Agenda

- ▶ Day 4:
  - ▶ HVIT
    - ▶ Key behaviours of HVIT
    - ▶ Principles, models and concepts for delivering HVIT
  - ▶ DPI
    - ▶ Scope of control
    - ▶ Goals cascade
    - ▶ Policies, controls and guidelines

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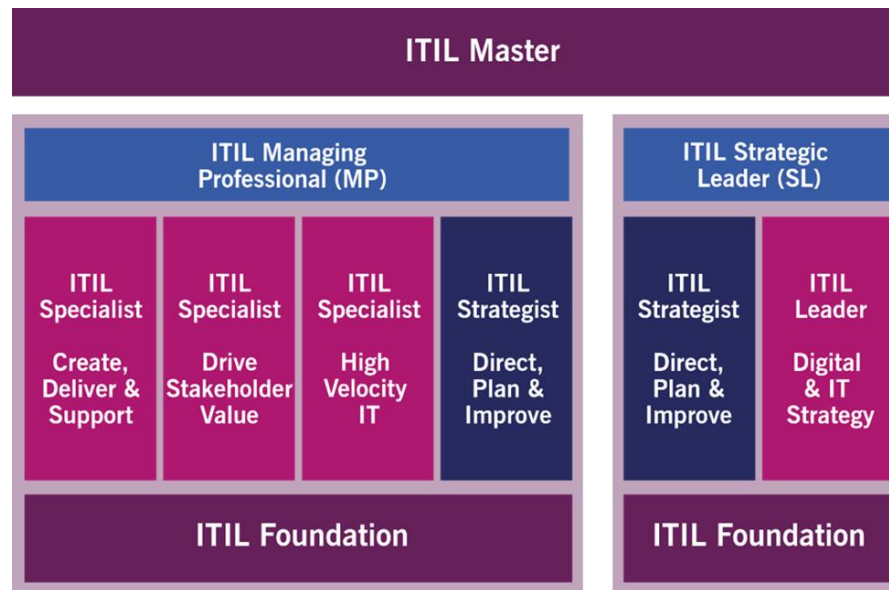
## Agenda

- ▶ Day 5:
  - ▶ DPI
    - ▶ Governance in DPI
    - ▶ Risk management in DPI
    - ▶ OCM
  - ▶ Exam preparation and mock exam

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# ITIL certification scheme



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## Reference to ITIL 4 Publications

- ▶ There is one book for each of the Managing Professional Modules and the Strategic Leader modules
- ▶ In version 4 there is also a book for the Foundation
- ▶ No separate book for MPT
- ▶ All above mentioned publications do not contain detailed practices. There are references to them within the context.
- ▶ The practices are detailed in separate online publications
- ▶ In this MPT course, some practices contents are included, and the exam may question other contents from the V3 background

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# ITIL 4 MPT

## Specialist Module: Create, Deliver and Support

- ▶ This module covers the 'core' service management activities and expands the current scope of ITIL to cover the 'creation' of services. It focuses on the integration of different value streams and activities to create, deliver and support IT-enabled products and services.
- ▶ This module will also cover service performance and will give practitioners an understanding of service quality and improvement methods.
- ▶ It will enable IT practitioners to continue to deliver innovative yet reliable tech-enabled services to their customers in an increasingly competitive market.
- ▶ ITIL 4 Specialist Create, Deliver and Support is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery. Accredited training for the ITIL Managing Professional modules is mandatory to enable full understanding of the core material. All modules have ITIL 4 Foundation as a pre-requisite.

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# ITIL 4 MPT

## Strategist Module: Direct, Plan and Improve

- ▶ This module provides individuals with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction.
- ▶ The module covers the influence and impact of Agile and Lean ways of working, and how they can be leveraged to an organization's advantage.
- ▶ It will provide practitioners with a practical and strategic method for planning and delivering continual improvement with necessary agility.
- ▶ ITIL 4 Strategist Direct, Plan and Improve is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements.
- ▶ Therefore, it is the universal module, that will be a key component of both, ITIL 4 Managing Professional and ITIL 4 Strategic Leader streams.

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## Specialist Module: Drive Stakeholder Value

- ▶ This module covers all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT enabled services.
- ▶ The module covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more.
- ▶ It will provide candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape.
- ▶ ITIL4 Specialist Drive Stakeholder Value is aimed at practitioners responsible for managing and integrating stakeholders, those that focus on customer journey and experience, and those that are responsible for fostering relationships with partners and suppliers.

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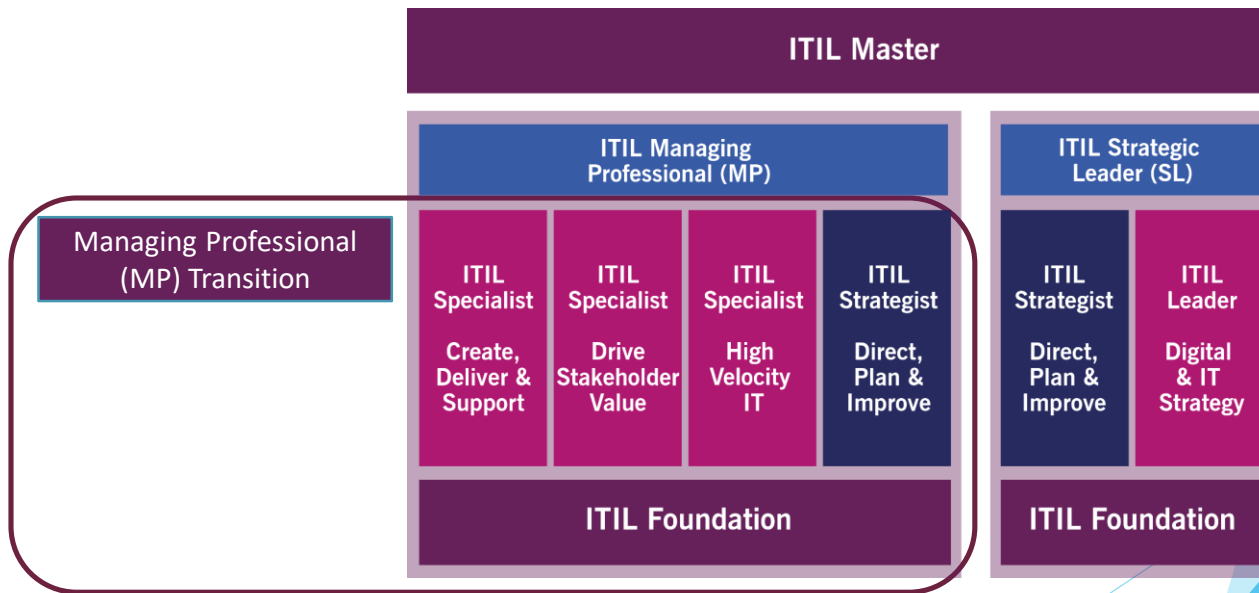
## Specialist Module: High Velocity-IT

- ▶ This module explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations, to operate in a similar way to successful digitally-native organizations.
- ▶ This module includes the use of working practices such as Agile and Lean, and technical practices and technologies such as Cloud, Automation, and Automatic Testing, focusing on rapid delivery of products & services to obtain maximum value.
- ▶ ITIL4 Specialist High-Velocity IT is aimed at IT managers and practitioners involved in digital services or digital transformation projects working within or towards high velocity environments.

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# ITIL 4 MPT

## Managing Professional Transition



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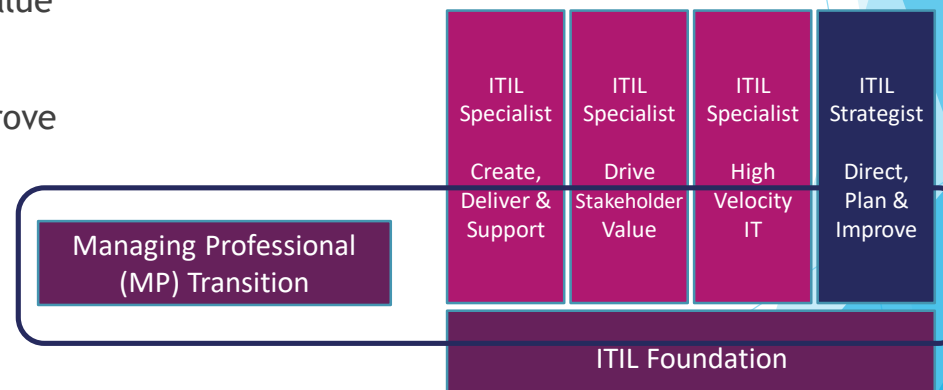
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## ITIL 4 MPT

## Managing Professional Transition

- ▶ Managing Professional Transition covers all contents of the foundation course plus 30% to 40% of
  - ▶ Create, Deliver and Support
  - ▶ Drive Stakeholder Value
  - ▶ High Velocity IT
  - ▶ Direct Plan and Improve



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## ITIL 4 MPT

## Style of exam

- ▶ No case studies
- ▶ Standard 4-option multiple choice
  - ▶ No complex question types
  - ▶ No graded answers, one answer is correct, the other three are wrong
- ▶ 40 questions per paper
- ▶ Closed book exam

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## ITIL 4 MPT

## Style of exam

- ▶ Some questions at Blooms level 2
  - ▶ Explain, describe, understand the concept
- ▶ Most questions at Blooms level 3
  - ▶ Applying the ideas
- ▶ NO questions at higher Blooms levels
  - ▶ You are not required to have experience of working in ITSM

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# Bloom Taxonomy Levels

Blooms Taxonomy - Revised



Based on A)

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