

ITIL® 4 Managing Professional Transition Module

Learn via: **Classroom/AFA**

Duration: **5 Day**

Overview

This course is targeted at ITSM leaders, and practitioners who already hold the ITIL v3 Expert qualification (or have 17 points under the ITIL v3 scheme) and gives them a direct path to transition to the new ITIL 4 Managing Professional (MP) designation. The course is designed to give a deep understanding of the key concepts of the ITIL 4 framework to enable successful management of modern IT-enabled services. It is also designed to prepare delegates for the ITIL 4 Managing Professional Transition module examination which leads to the award of the ITIL 4 Managing Professional status. The exam, which is sat on the last day of the course, is a 'closed book' examination, 90 minutes in duration and consists of 40 multi-choice questions. Successful candidates will need to score 28 or more out of 40 to pass.

Prerequisites

Delegates must already have either a ITIL v3 Expert certificate obtained by passing the MALC exam or ITIL v2-v3 Bridging exam, or have achieved a minimum of 17 credits in the ITIL v3 qualification scheme.

What You Will Learn

From the ITIL 4 Specialist - High Velocity IT Module:

- 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

From the ITIL 4 Specialist - Drive Stakeholder Value Module:

- 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 realise and validate service value

From the ITIL 4 Strategist - Direct, Plan and Improve Module:

- 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 governance, risk and compliance and how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Organizational Change Management to direct, plan and improve