ITIL® Managing Professional Transition Training

Duration: **5 Day**

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Overview

ITIL® Managing Professional Transition (Version 5) provides an accelerated and efficient route for experienced ITIL professionals who want to move into ITIL (Version 5) without repeating knowledge they have already gained through previous certifications.

The five-day program is intended for professionals who hold ITIL 4 Managing Professional, ITIL 4 Master, ITIL v3 Expert or ITIL v3 Master. It protects the value of previous ITIL investment while concentrating on the most important changes introduced in the latest version of the framework.

The course focuses on updates across Foundation, Product, Service, Experience and Transformation. Learners explore how ITIL has evolved, which concepts have been enhanced, and how the updated guidance can be applied to modern digital product and service management.

A key element of the program is the stronger emphasis on human experience and the alignment of people, processes and technology. Learners examine how these elements can work together to create measurable organisational value and support sustainable transformation.

The course consolidates the essential concepts introduced across ITIL (Version 5) and prepares learners for both the **ITIL Managing Professional Transition (Version 5)** and **ITIL Transformation (Version 5)** certification examinations.

Throughout the program, learners will:

- Understand the most significant changes across the ITIL (Version 5) framework.
- Transition efficiently without repeating knowledge already covered through previous certifications.
- Apply updated ITIL practices to digital products and services.
- Understand how transformation can produce measurable organisational value.

Exams and Assessments

The course includes two formal certification examinations delivered online through PeopleCert. Learners can schedule each examination separately at a time that suits them.

ITIL Managing Professional Transition (Version 5) Exam

- 60 multiple-choice questions
- Duration: 120 minutes
- Pass mark: 42 out of 60 (70%)
- Open book
- Official ITIL Product, Service and Experience books may be used
- Notes written within the permitted books may also be used
- No other reference materials are allowed

ITIL Transformation (Version 5) Exam

- 40 multiple-choice questions

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- Duration: 90 minutes
- Pass mark: 28 out of 40 (70%)
- Open book
- The official ITIL Transformation (Version 5) book may be used
- Notes written within the permitted book may also be used
- No other reference materials are allowed

Certification Migration

After successful completion of the transition pathway, existing certifications migrate as follows:

- ITIL 4 Master → **ITIL Master (Version 5)**
- ITIL 4 Managing Professional → **ITIL Managing Professional (Version 5)**
- ITIL v3 Master → **ITIL Managing Professional (Version 5)**
- ITIL v3 Expert → **ITIL Managing Professional (Version 5)**

Key Benefits

- A clear and efficient upgrade route for existing ITIL professionals
- Learning focused only on the areas that have changed
- Better alignment between product and service teams
- Stronger emphasis on customer and user experience
- Improved ability to deliver measurable value through transformation
- Preparation for future-focused digital product and service management roles

Prerequisites

Learners must hold at least one of the following certifications:

- ITIL 4 Managing Professional
- ITIL 4 Master
- ITIL v3 Expert (MALC)
- ITIL v3 Master

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Who Should Attend

This course is designed for professionals who have already invested in ITIL and need a clear, efficient upgrade path to ITIL (Version 5).

Typical roles include:

- IT service management professionals
- Digital product managers
- Service delivery managers
- Service operations managers
- Service desk and support leaders
- DevOps and platform professionals
- IT and digital transformation leaders
- Professionals involved in digital product and service management across different sectors

What You Will Learn

By the end of the course, learners will be able to:

- Explain the major enhancements introduced in ITIL (Version 5).
- Describe how ITIL has evolved from ITIL 4.
- Apply updated ITIL concepts across product and service lifecycles.
- Incorporate human experience into service design and delivery.
- Align people, processes and technology around measurable value.
- Apply updated ITIL guidance within transformation initiatives.
- Prepare for the ITIL Managing Professional Transition (Version 5) examination.
- Prepare for the ITIL Transformation (Version 5) examination.

Outline

ITIL Foundation (Version 5) Updates and Framework Evolution

This section reviews how the ITIL framework has evolved and highlights the most important changes introduced in the new version.

- Overview of ITIL framework evolution
- Major enhancements introduced in ITIL (Version 5)
- Updated Service Value System
- Changes to the Guiding Principles
- Updates affecting digital product and service management
- Understanding the new upgrade and certification pathway

ITIL Product (Version 5)

This section focuses on managing digital products throughout their lifecycle and increasing the value created through product thinking.

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- Digital product lifecycle management
- Creating value through product thinking
- Collaboration between product and service teams
- Continual improvement of digital products
- Aligning product strategy with organisational objectives

ITIL Service (Version 5)

This section explores how high-value services can be designed, delivered, supported and improved.

- Designing high-value services
- Delivering effective services
- Service lifecycle integration
- Service support
- Service optimisation
- Creating value for stakeholders
- Continual service improvement practices

ITIL Experience (Version 5)

This section introduces a stronger human-centred perspective to service and product management.

- Human-centred service design
- Trust in service delivery
- User perception and engagement
- Measuring experience and value
- Improving customer and user outcomes
- Embedding experience into digital service strategies

ITIL Transformation (Version 5)

This section considers how organisations can manage transformation while maintaining governance, resilience and continual learning.

- Balancing governance, execution and continual learning
- Aligning people, processes and technology
- Delivering measurable value through transformation
- Building organisational resilience
- Supporting sustainable change
- Driving innovation