



# ITIL® Managing Professional (MP) Transition

Duration: 5 Days

Method: Instructor-Led Training (ILT) | Live Online Training

*Certification: ITIL 4 Managing Professional*

## Course Description

This course is designed for participants who have already invested in ITIL v3 and provides a straight-forward transition path across to ITIL v4. They will be recognised their previous achievements while still gaining the up-to-date skills and knowledge needed to navigate the digital service economy. The course provides participants with a deeper understanding of the key concepts of the Service Value System (SVS) which enables successful management of modern IT-enabled services. It also prepares delegates for the certification exam. The course is based on the ITIL 4 SVS featured in the latest 2019 guidelines.

## Target Audience

This course is intended for:

- IT Leaders
- ITIL Practitioners
- ITIL-Expert Support Staff.

## Prerequisites

To attend this course, candidates must have:

- the *ITIL v3 Expert* designation **OR** Minimum of **17** credits from the ITIL v3 scheme **OR** *ITIL 4 Foundation* and **15** credits from the ITIL v3 scheme.

## Exam Details

Exam Name:	• ITIL® 4 Managing Professional Transition
Length of Exam:	• 90 Minutes
Number of Questions:	• 40
Passing Score:	• 70%
Question Format:	• Multiple Choice



## Course Objectives

Upon successful completion of this course, attendees will be able to:

- Understand the concepts of service management.
- Understand ITIL guiding principles.
- Understand the activities of the service value chain
- Build service value streams.
- Create and support services.
- Foster stakeholder relationships.
- Understand change management.
- Prepare to sit the certification exam.

## Course Topics

### Module 1: Introduction

- ITIL 4 Managing Professional (MP) Transition
- Examination Design

### Module 2: ITIL 4 Foundation

- Key Concepts of Service Management
- Four Dimensions of Service Management
- The ITIL Service Value System
- The Service Value Chain
- ITIL Management Practices

### Module 3: Create, Deliver and Support (CDS)

- Service Value System to Create, Deliver, and Support Services
- Value Streams to Create, Deliver, and Support
- Create, Deliver, and Support Services

### Module 4: Drive Stakeholder Value (DSV)

- The Customer Journey
- Targeting Markets and Stakeholders
- Fostering Stakeholder Relationships
- Shape Demand and Define Service Offerings
- Onboard and Offboard Customers and Users
- Continual Value Co-Creation
- Service Value Realization

### Module 5: High-Velocity IT (HVIT)

- High-Velocity Nature of Digital Enterprise
- Digital Product Life Cycle
- HVIT Approaches
- High-Velocity IT Techniques

## ASSIGNMENTS INCLUDED

