

ITIL® Managing Professional Transition

Based on ITIL4

TRAINING DATASHEET

An instructor-led classroom training relevant for ITIL Experts or aspiring ITIL Experts who wish to pursue the ITIL Managing Professional (MP) designation. The course provides a rounded perspective of the critical learning points and knowledge areas related to ITIL4's Service Value System and components.

COURSE SYNOPSIS

Extensive research has consistently shown that ITIL is fundamental to businesses, enables transformation and helps organizations realise value. Many organisations invest heavily in adopting and adapting ITIL into their business practices and upskilling their workforce with ITIL qualifications.

ITIL4 will help businesses navigate the new technological era, commonly known as the Fourth Industrial Revolution. The speed of current breakthroughs is disrupting almost every industry on a global scale. The Fourth Industrial Revolution is marked by emerging technology in fields including robotics, artificial intelligence, nanotechnology, quantum computing, biotechnology, the Internet of Things (IoT), 3D printing, autonomous vehicles and much more.

The ITIL4 Managing Professional (MP) Transition course and bridging examination will enable the senior ITSM practitioner who have already attained or one step away from attaining the ITIL Expert designation to attain the MP designation. It maps the ITIL v3 Service Lifecycle with ITIL4's Service Value System and explores key concepts and practices within ITIL4.



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COURSE DURATION

5 Days Instructor-Led Classroom Training

COURSE OBJECTIVES

On completion of this course, the following learning outcomes will be achieved:

- ▲ Understand and map differences between ITILV3 and ITIL4 models
- ▲ Understand the Service Value System and its constituent components
- ▲ Learn key concepts associated with ITIL4
- ▲ Practice exams and guided examination preparation from experienced educators and consultants

WHO SHOULD ATTEND

The target audience for this course and qualification are:

- ▲ Individuals at the management level or ITSM leaders and practitioners who met the certification prerequisites and seek to learn, understand and apply ITIL4
- ▲ Individuals who seek the ITIL Managing Professional designation through this bridging programme.

PRE-REQUISITES

Candidates must already have already achieved ITIL Expert status or attain at least 17 ITILV3 credits to sit the certification examination.

CERTIFICATION

Participants of the course who successfully pass the certification examination will be recognized as certified with ITIL Managing Professional (MP) designation.

OUTLINE

▲ ITIL4 Basics

- Understand key concepts of Service Management
- How ITIL Guiding Principles can be used to adopt and adapt ITSM in organizations
- Understand the Four Dimensions of Service Management
- ITIL Service Value System – Purpose and Components
- Service Value Chain and how the activities interconnect

▲ Create, Deliver and Support

- Plan and build a Service Value Stream (SVS)
- Relevant ITIL Practices supporting the services and value streams
- Know how to create, deliver and support services through prioritization and managing queues and backlogs

▲ Drive Stakeholder Value

- Understanding and designing customer journeys
- Fostering stakeholder relationships
- Shaping demand and defining service offerings
- Onboarding and offboarding customers and users
- Ensuring continual value creation
- Know how to realize and validate service value



▲ High Velocity IT

- Understanding high-velocity concepts and nature of the digital enterprise
- Understand the digital product lifecycle and the ITIL operating model
- ITIL Guiding Principles and how they shape high-velocity IT
- Models for high-velocity such as Ethics, Lean, Toyota Kata, Design Thinking, Complexity Thinking

▲ Direct, Plan and Improve

- Understand scope of what to be directed and using key principles and methods for direction and planning
- Understanding the role of GRC (Governance, Risk and Compliance) and how to integrate principles into the SVS
- Key methods of communication and Organizational Change Management to direct, plan and improve

PRE-COURSE READING

There are no pre-course reading materials required for this course. A good grasp of ITILV3 concepts is advantageous.

EXAMINATION FORMAT

- ▲ 40 Multiple Choice Questions
- ▲ 1 mark per correct answer
- ▲ 28 marks required to pass (out of 40 available) – 70%
- ▲ 90 minutes duration
- ▲ Closed-book

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