ITIL® 4

Managing Professional Transition

Fast-track your ITIL 4 career with the Managing Professional Transition Course & Exam

Duration: 5 days

The ITIL® 4 Managing Professional transition module is designed to allow qualified ITIL v3 professionals to easily transition across to ITIL 4 with just one course and one exam. Upon successfully passing the exam you will gain the designation of ITIL® 4 Managing Professional. In addition to fully preparing you for this exam, this 5-day transition module will provide you with a thorough understanding of how to create, deliver, and support services and drive stakeholder value in the ITIL® 4 context.

Learning Outcomes

The Managing Professional Transition covers 30%-40% of the following ITIL 4 modules:

- Foundation
- Create, Deliver and Support
- Drive Stakeholder Value
- High Velocity IT
- Direct Plan and Improve

It is mainly focused on the new areas in ITIL 4 with very little content related to practices. Candidates who want to understand practices in detail should read up on these in their own time.

The Managing Professional Transition provides experienced practitioners with the MP designation but does not fully certify the same detailed level of knowledge. It is recommended that candidates also read the ITIL 4 publications.

Who Should Attend / Pre-requisites

The ITIL 4 Managing Professional Transition course is designed for:

- Practitioners with significant experience in IT service management who also have 17 points or more on the ITIL V3 scheme
- Those holding ITIL expert, even if achieved via the previous bridge exam

Course Contents

1. Create, Deliver, and Support

- Planning and building a service value stream to create, deliver, and support services
- How relevant ITIL practices contribute to the creation, delivery and support across the SVS and value streams
- How to create and deliver support services
- How to coordinate, prioritise and structure work and activities to create deliver and support services, including managing queues and backlogs, and prioritising work

2. Drive Stakeholder Value

- Customer journeys - concept and design
- Stakeholder relationship
- Shape demand and define service offerings
- Onboard and offboard customers and users
- Ensuring continual value co-creation (service consumption / provisioning)
- Realise and validate service value

3. High Velocity IT

- 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'
- How to create, deliver and support services

4. Direct, Plan & Improve

- This module is common to both the Managing Professional (MP) and Strategic Leader (SL) streams.