

## SM-MPT

# ITIL® 4 MANAGING PROFESSIONAL TRANSITION (EXAM INCLUDED)



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
5 Days	Advanced	ITIL® 4	Instructor Led	None

## INTRODUCTION

The ITIL® 4 Managing Professional Transition module is a bridge course that enables the ITIL® v3 professionals to easily transition across to ITIL® 4 certification scheme. The ITIL® 4 Managing Professional Transition module is designed to enable ITIL Experts or professionals with 17 credits to gain the designation of ITIL® 4 Managing Professional through one course and one exam. The purpose of the ITIL® 4 Managing Professional Transition module is to provide candidates with an understanding of the:

- Core concepts and definitions of ITIL® 4 Foundation, including the key differences between the previous iteration of ITIL and ITIL® 4 and how they can be practically applied.
- Key elements from each one of the four ITIL® Managing Professional (MP) modules: Create, Deliver and Support, Drive Stakeholder Value, High Velocity IT and Direct, Plan and Improve.

## AUDIENCE PROFILE

The training for ITIL® 4 MP Transition module is targeted towards all practitioners with significant experience in IT service management and who wish to develop their knowledge and application skills for ITIL® 4. For taking the ITIL® 4 Managing Professional Transition exam, a candidate must hold the ITIL® Expert certificate or a minimum of 17 credits from the ITIL® v3 Foundation and Intermediate/Practitioner modules. ITIL® 4 Foundation can be accepted to replace ITIL® v3 Foundation, plus 15 credits from ITIL® Intermediate/Practitioner modules.

## PREREQUISITES

To qualify for the transition module, candidates need to hold ITIL® v3 Expert or a minimum of 17 credits from ITIL® v3 qualifications.

## COURSE OBJECTIVES

The learning objectives of the course are based on the following learning outcomes of the Managing Professional Transition exam specification:

- Understand the key concepts of service management
- Understand how the ITIL® guiding principles can help an organization adopt and adapt service management
- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL® service value system
- Understand the activities of the service value chain, and how they interconnect
- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how to use a value stream to design, develop and transition new services
- Know how to use a value stream to provide user support
- Know how to coordinate, prioritize and structure work and activities to create deliver and support services, including managing queues and backlogs and prioritizing work
- Understand how customer journeys are designed
- Know how to foster stakeholder relationship
- 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
- Understand concepts regarding the high-velocity nature of the digital enterprise

Understand how high velocity IT relates to

- The four dimensions of service management
- The ITIL® service value system
- The service value chain
- The digital product lifecycle

Understand the following principles, models and concepts and know how to use the following principles, models and concepts:

- Ethics
- Safety culture
- Lean culture
- Toyota Kata
- Lean/Agile/Resilient/Continuous
- Service-dominant logic
- Design thinking
- Complexity thinking
- Identify the scope of control and within this
- Know how to cascade goals and requirements
- Know how to define effective policies, controls and guidelines
- Know how to place decision-making authority at the correct level
- Understand the role of risk and risk management in DPI
- Understand how governance impacts DPI
- Know how to ensure that controls are sufficient, but not excessive
- Understand the nature, scope and potential benefits of organizational change management
- Know how to use the key principles and methods of communication & organizational change management

## COURSE CONTENT

### Part 1: ITIL® 4 Foundation

- Key Concepts of Service Management
- The ITIL® Guiding Principles
- The Four Dimensions of Service Management
- The Service Value System and Service Value Chain

### Part 2: Create, Deliver and Support

- ITSM Professionalism
- Resource Planning and Management

- How to Create, Deliver and Support
- Prioritize and Manage Work

### Part 3: Drive Stakeholder Value Customer Journey

- Foster Relationships
- Shape Demand and Dene Service Offerings
- Onboard and Offboard Customers and Users
- Realize and Validate Service Value

### Part 4: High Velocity IT

- Introduction

- Key Concepts of High Velocity IT
- High Velocity IT Objectives
- High Velocity ITIL®
- High Velocity IT Culture

### Part 5: Direct, Plan and Improve

- Introduction
- Key Concepts of Direct, Plan and Improve
- Role of GRC and Integration into Service Value System
- Organizational Change Management

## ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to take the ITIL® 4 Managing Professional Transition exam. Successfully passing this exam will result in the ITIL® 4 Managing Professional Transition Certification

### Exam Prerequisite:

- To qualify for the transition module, candidates need to hold ITIL® v3 Expert or a minimum of 17 credits from ITIL® v3 qualifications
- Note that attendance and completion of the Instructor-led ITIL® 4 Managing Professional Transition course is mandatory and serves as a prerequisite before attempting the ITIL® 4 Managing Professional Transition Examination.

### Exam Format:

- 40 questions, multiple choice examination
- Closed Book, Online Web Based
- 90 minutes (candidates taking exam in a language that is not their native or working language may be awarded 25% extra time)
- Pass Score 70% or higher – a raw score of 28 marks or above

### BOOK YOUR COURSE & EXAM

**Please Note:**

The ITIL® 4 Managing Professional Transition course bundle includes the ITIL® 4 Managing Professional Transition examination and will be quoted and purchased together.