# ITIL® 4 Managing Professional Transition

## Course Information

**Product Type:** ITIL 4 Managing Professional Transition Training
**Accreditor:** PeopleCert
**Level:** Intermediate
**Domain:** IT Service Management
**Duration:** 5 Days
**Language:** English (US)
**Delivery Format:** Onsite or Virtual – Instructor Led
**Certification Exam:** Mandatory

### Course Description

This 5 day comprehensive Managing Professional Transition course provides those IT leaders, practitioners and support staff who already hold the ITIL v3 expert (or have 17 points under the ITIL v3 scheme) with a smooth and effective transition to the ITIL 4 Managing Professional designation. Attendees will get a deep understanding of the key concepts of the service value system (SVS) that enables successful management of modern IT-enabled services.  The course also prepares attendees for the ITIL 4 Managing Professional Transition examination which leads to the award of ITIL 4 Managing Professional status.

### Audience

IT leaders, practitioners and support staff who already hold the ITIL v3 expert (or have 17 points under the ITIL v3 scheme).

### Learning Objectives

At the end of this course, participants will be able to:
- Know and understand key IT service management concepts
- Understand how the ITIL guiding principles can help an organization adopt and adapt 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 relevant ITIL practices contribute to the creation, delivery and support across the SVS and Value streams
- Know how to create, deliver and support services
- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT

- Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
- Understand the digital product lifecycle in terms of value streams, goals and practices
- Know how to drive customer value (the customer journey)
- Know how to drive user value (the service user journey)
- Understand the scope and activities relevant to Direct and plan
- Understand the role of governance, risk and compliance and how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement

## Prerequisites:
Candidates must be either hold the ITIL V3 Expert designation or have a minimum of 17 credits under the ITIL v3 scheme.

## Course Materials:
The ITIL ® 4 Managing Professional Transition course includes the following course components for participants:
- Student Guidebook
- Exercises to reinforce learning
- Sample Questions
- Useful handouts
- Quick Reference Sheets

## Course Outline

Day 1
- Introduction
- Course outline and content
- Key components of ITIL 4
- Key concepts of service management

Day 2
- For dimensions of service management
- The seven guiding principles
- Continual improvement model

Day 3
- The Service Value Chain
- Create, Deliver and Support

Day 4
- Drive Stakeholder Value
- Hi-Velocity IT

Day 5
- Direct, Plan and Improve
- Wrap up, exam prep
- Exam

## Exam Information

For live onsite courses, the exam is given at the end of the class (either paper or computer based, as arranged). For live online virtual classes, students will purchase a voucher for the exam, and arrange a mutually agreeable time after the class to have the exam taken online with a web proctor assigned by PeopleCert.

The exam is:
- Closed book, multiple choice examination
- 40 questions
- 25 questions at Bloom's level 2
- 15 questions at Bloom's level 1
- 90 minutes to complete
- 70% required to pass (28 correct out of 40)

## Course Delivery Requirements
- For online virtual delivery, the student must have a suitably equipped laptop, or pc, with a web cam, audio support, and a high-speed internet connection
- For onsite courses, acceptable facilities must be made available

## Pricing and Ordering Information:
- Product Code: ITIL 8080
- Pricing is based per student, with a class size of 6 – 15 (exceptions require a special quote)
- To request more information on pricing or to order, visit our web site, or contact us by calling 1-949-305-3544. Or, you mail email us to request a quote at service@optimalconnections.com.

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