

ITIL® MANAGING PROFESSIONAL TRANSITION

Course Code: 100442

Transition to the ITIL 4 Managing Professional designation for IT leaders, practitioners and ITIL-expert support staff.

This 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 transition to the ITIL 4 Managing Professional designation. Students will get a deeper understanding of the key concepts of the service value system that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL 4 Managing Professional Transition examination which leads to the award of ITIL 4 Managing Professional status. The course is based on the ITIL 4 best practice service value system featured in the latest guidelines.

As part of this course, all candidates will receive an exam voucher for the ITIL Managing Professional Transition exam through Peoplecert. As of February 1, 2022, all exams will be administered in an online proctored format only. Exams can be scheduled at www.peoplecert.org.

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What You'll Learn

- 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
- Preparation to sit the ITIL 4 Managing Professional Transition examination

Who Needs to Attend

IT leaders, ITIL practitioners and ITIL-expert support staff.

Prerequisites

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

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