GEMRAIN CONSULTING

ITIL 4 Managing Professional Transition

Course Duration: 5 days; Instructor-led

WHAT YOU WILL LEARN

ITIL 4 brings ITIL up to date in 2019 by re-shaping much of the established ITSM practices in the wider context of customer experience, value streams, and digital transformation, as well as embracing new ways of working, such as Lean, Agile, and DevOps.

The ITIL 4 Managing Professional transition module is designed to allow ITIL v3 candidates who have already invested to easily transition across to ITIL 4. They can gain the designation of ITIL 4 Managing Professional via one course and one exam.

The transition module enables candidates to recognize their previous achievements while still gaining the up-to-date skills and knowledge needed to navigate the digital service economy.

The purpose of this course is to prepare candidates for the ITIL 4 Managing Professional Transition exam. Candidates need to demonstrate sufficient understanding and practical application of the concepts covered in the following ITIL 4 Core publications to be awarded the designation ITIL 4 Managing Professional:

- ITIL 4 Foundation
- Create, Deliver and Support (CDS)
- Drive Stakeholder Value (DSV)
- High Velocity IT (HVIT)
- Direct, Plan and Improve (DPI)

AUDIENCE

Existing ITIL Expert qualification holders, and those who have 17 Credits with the ITIL credit scheme, wishing to develop their knowledge and application.

PREREQUISITES

An ITIL Expert qualification or at least 17 credits in ITIL V3 or ITIL 2011.

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentation, discussion and practical exercise.

COURSE OBJECTIVES

The ITIL 4 Managing Professional Transition qualification is intended to:

- Allow candidates of the previous iteration of ITIL the opportunity of a straightforward transition to ITIL 4 in order to achieve the designation of ITIL 4 Managing Professional
- Provide candidates with an understanding of the new ITIL 4 Foundation concepts and definitions, including the key differences between the previous iteration of ITIL and ITIL 4 and how they can be practically applied
- Provide candidates with an understanding of the 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, and also ITIL 4 Foundation.

COURSE OUTLINES

Module 1: ITIL 4 Foundation Summary
- Key Concepts of Service Management
- The ITIL Guiding Principles
- The four dimensions of service management
- The ITIL Service Value System
- The service value chain

Module 2: Create, Deliver & Support
- Organization & teams
- Customer oriented mindset
- Workforce planning
- Culture of continual improvement
- Designing a value stream
- Practices to support a value stream
- Value stream for user support
- Managing queues and prioritizing the workload

Module 3: Drive Stakeholder Value
- The concept of the customer journey
- Customer Journey:
  - Explore
  - Engage
  - Offer
  - Agree
  - On board
  - Co create
  - Realize

Module 4: High Velocity IT

- Understand terms
- High Velocity IT objectives
- ITIL 4 & the digital product lifecycle
- Five key behaviors for High Velocity IT
- Fundamental concepts for Delivering High Velocity IT
- Review of fundamental High Velocity IT Concepts

Module 5: Direct, Plan & Improve

- Scope of control
- Policies, controls and guidelines
- Governance, Risk and Compliance (GRC)
- Organizational Change Management (OCM)
- Stakeholder management
- Communication