

Module Title : ITIL® 4 Managing Professional Transition Module

Duration : 5 days

Overview

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 the ITIL 4 MP 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.

Target Audience

The training for ITIL 4 MP Transition module is targeted towards all practitioners with significant experience in IT service management and wish to develop their knowledge and application skills for ITIL 4.

Prerequisites

To take the transition module, all candidates must be at Expert level or have a minimum of 17 credits from ITIL® v3 scheme. Candidates can continue to collect their v3 Intermediate or Practitioner credits to enable them to be eligible to take this transition module.

Course Outline

Lesson 1: ITIL 4 Overview

- Introduction and recap of ITIL® 4 concepts

Lesson 2: ITIL® 4 Create, Deliver and Support

- Integration of value streams and activities to:
 - Design & transition service components
 - Obtain/build service components

- Deliver & support live products and services
- Measuring service performance
- Key practices

Lesson 3: ITIL® 4 Drive Stakeholder Value

- Managing engagement and interactions between the service provider and:
 - Customers
 - Users
 - Partners and Suppliers
 - Measuring service performance
- Measurement and management of value
- Key practices

Lesson 4: ITIL® 4 High Velocity IT

- Difference between traditional and digital operating models
- How to adapt and adopt ITIL 4 concepts to a Lean/Agile environment
- How to adapt and adopt ITIL 4 concepts to a highly automated environment
- Key practices

Lesson 5: ITIL® 4 Direct, Plan and Improve

- Creating a “learning and improving” organization
- Influence of Lean/Agile ways of working on ITSM
- Managing the interface with the governing body
- Key practices

Course Agenda

Day 1	<ul style="list-style-type: none">• Introduction and recap of ITIL® 4 concepts• ITIL® 4 Create, Deliver and Support
Day 2	<ul style="list-style-type: none">• ITIL® 4 Create, Deliver and Support (contd.)• ITIL® 4 Drive Stakeholder Value
Day 3	<ul style="list-style-type: none">• ITIL® 4 Drive Stakeholder Value (contd.)• ITIL® 4 High Velocity IT
Day 4	<ul style="list-style-type: none">• ITIL® 4 High Velocity IT (contd.)

	<ul style="list-style-type: none">• ITIL® 4 Direct, Plan and Improve
Day 5	<ul style="list-style-type: none">• ITIL® 4 Direct, Plan and Improve (contd.)• Self-study• Exam