ITIL v4 Managing Professional Transition

Overview

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 2019 guidelines.

The course will help students to 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

- Preparation to sit the ITIL 4 Managing Professional Transition examination

Course Outline

- Understand the key concepts of service management

- Describe the key concepts of service relationships
    - Service offering
    - Service relationship management
    - Service provision
    - Service consumption

- Understand how the ITIL guiding principles can help an organization adopt and adapt service management

- Describe the nature, use and interaction of the guiding principles
    - Focus on value
    - Start where you are
    - Progress iteratively with feedback
    - Collaborate and promote visibility
    - Think and work holistically
    - Keep it simple and practical
    - Optimize and automate

- Understand the purpose and components of the ITIL service value system

- Understand the activities of the service value chain, and how they interconnect

- Describe the purpose of each value chain activity:
    - Plan
    - Improve
    - Engage
    - Design & transition
    - Obtain/build
    - Deliver & support

- Understand how to plan and build a service value stream to create, deliver, and support services

- Understand the concepts and challenges relating to the following across the service value system:

  - Organisational structure

  - Integrated/collaborative teams

  - Team capabilities, roles, competencies

  - Team culture and differences

  - Working to a customer-orientated mindset

  - Employee satisfaction measurement

- Understand planning and managing resources in the service value system:

  - Team collaboration and integration

  - Workforce planning

  - Results based measuring and reporting

- Know how to design, develop and transition a value stream for new services using the following ITIL practices:

  - Service design

  - Software development and Management

  - Deployment management

  - Release management

  - Service Validation and testing

  - Change Control

- Know how to provide user support value stream using the following ITIL practices:

  - Service desk

  - Incident management

  - Problem management

  - Knowledge management

  - Service level management

  - Monitoring and event management

- Know how to create, deliver and support services

- Understand the use and value of the following across the service value system:

  - Buy vs build considerations

  - Sourcing options

  - Service integration and management (SIAM)

- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT

- Understand the following terms:

  - Digital organization

  - High velocity IT

  - Digital transformation

  - IT transformation

- Understand when the transformation to high velocity IT is desirable and feasible.

- Understand the five mid-level goals associated with digital products – to achieve:

  - Valuable ideas – strategically innovative and effective application of IT

  - Fast development - quick realization and delivery of IT services and IT-related products

  - Resilient operations - highly resilient IT services and IT-related products

  - Co-created value - effective interaction between service provider and consumer

  - Assured conformance - to governance, risk and compliance (GRC) requirements.

- Understand how high velocity IT relates to:

  - The service value system

  - The ITIL service value chain

  - The four dimensions of service management

  - The digital product lifecycle

- Understand the digital product lifecycle in terms of value streams, goals and practices

- Understand which principles and concepts help understand the high velocity IT and know how to use them:

  - Organizational system

    - Systems thinking

    - Complexity thinking

    - Promise theory

  - Digital products

    - Design thinking

    - Service-dominant logic

    - Ethics

  - Work

- Lean
- Agile
- DevOps

- Know how to drive customer value (the customer journey)

- Know how to foster customer relationships, by:

  - Providing informed feedback to assess and promote mutual understanding
  - Assessing mutual readiness and maturity

- Know how to define requirements and service offerings, by:

  - Prioritising and authorising portfolio investments
  - Managing the full product/service lifecycle
  - Selling and procuring service offerings
  - Designing digital services experiences based on value driven, data driven and user centred service design

- Know how to act together to ensure continual value co-creation (service consumption / provisioning), including:

  - Service interaction
  - 'Moments of truth'
  - Communities of practice
  - Encouraging and managing customer feedback

- Know how to realise and validate service value, by:

  - Realising, tracking and monitoring service value outcome, risk, cost and resources
  - Reporting service outcome and performance
  - Validating service value
  - Establishing charging mechanisms
  - Evaluating the customer journey
  - Know how to drive user value (the service user journey)

- Describe user relationship management by:

  - Promoting and marketing services
  - Relating with service users and fostering relationships
  - Using knowledge sharing to improve service user relations and performance
  - Profiling and proactive use of real-time end-user computing data

- Know how to engage with service users by:
  - Developing engagement and delivery channels
  - Fostering service attitude, behaviour and culture (ABC)
  - Personalizing the user engagement experience
  - Providing proactive and outgoing support

- Know how to co-create user service experiences by:
  - Interacting, co-creating value and realising outcome (Service usage / consumption)
  - Resolving service issues
  - Automatically fulfilling requests or resolving issues
  - Measuring and managing user experience

- Know how to realise and validate user service value by:
  - Managing and measuring service usage, user experience, service outcome and performance
  - Evaluating the user journey and improving feedback loops

- Understand the scope and activities relevant to Direct and plan

- 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 governance, risk and compliance and how to integrate the principles and methods into the service value system
  - Understand how governance impacts DPI

- Know how to ensure that controls are sufficient, yet not excessive

- Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement

- Know how to use the key principles and methods of OCM:
  - Identify and manage different types of stakeholders
  - Effectively communicate with and influence others
  - Establish effective feedback channels

Who should 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