



ITIL v4 Managing Professional Transition (MPT) Module

5 Day Course Inc Exam

Overview

This course is targeted at ITSM leaders, and practitioners who already hold the ITIL v3 Expert qualification (or have 17 points under the ITIL v3 scheme), and it gives them a direct path to transition to the new ITIL 4 Managing Professional (MP) designation.

The course is designed to give a deep understanding of the key concepts of the ITIL 4 framework to enable successful management of modern IT-enabled services. It is also designed to prepare delegates for the ITIL 4 Managing Professional Transition module examination, which leads to the award of the ITIL 4 Managing Professional status.

The exam, which is sat on the last day of the course, is a closed-book examination, 90 minutes in duration and consists of 40 multi-choice questions. Successful candidates will need to score 28 or more out of 40 to pass.

Course Outline

From the ITILv4 Foundation Module

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- Understand the four dimensions of 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

From the ITIL 4 Specialist Create, Deliver and Support Module:

- 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



From the ITIL 4 Specialist High Velocity IT Module:

- Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- Understand the digital product lifecycle in terms of the ITIL 'operating model'
- Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT

From the ITIL 4 Specialist Drive Stakeholder Value Module:

- Understand how customer journeys are designed
- Know how to foster stakeholder relationships
- Know how to shape demand and define service offerings
- Know how to onboard and offboard customers and users
- Know how to act together to ensure continual value co-creation (service consumption / provisioning)
- Know how to realise and validate service value

From the ITIL 4 Strategist Direct Plan and Improve Module:

- Understand the scope and activities relevant to Direct and plan
- Understand the role of GRC 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

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 or ITILv4 Foundation and 15 credits from the ITIL v3 credit scheme