Quint

ITIL® 4 Managing Professional Transition course

CONTINUITY AND RESILIENCE

Duration
32 hours (4 days).

Course Delivery
Classroom/ Virtual

Languages
English

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

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

About the Examination
The exam is closed book with forty (40) multiple choice questions. The pass score is 70% (28 out of 40 questions). The exam lasts 90 minutes. The exam can be taken Online.

Certificate
ITIL® 4 Managing Professional

Credits
Upon successfully achieving the ITIL Foundation certificate, student registered with PMI will be recognized with 35 Professional Development Units (PDU'S).

Reference Materials
Additional reference materials are not required for this course.

Course Description

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 Certification scheme:
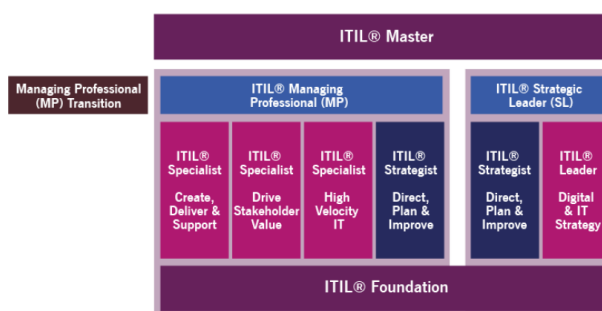
The purpose of this course is to prepare candidates for the ITIL 4 Managing Professional Transition exam

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 Suppport (CDS)
- Drive Stakeholder Value (DSV)
- High Velocity IT (HVIT)
- Direct, Plan and Improve (DPI)

Course and Learning Objectives

- 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
- to 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
- to 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 Approach

This course is delivered in a classroom setting using a case study and exercises that are designed to enhance the candidates understanding of ITIL 4. Students who have attended this course, and have done some self study, are suitably prepared to take the associated ITIL 4 Managing Professional Transition Certification.

Quint

ITIL® ACCREDITED TRAINING ORGANIZATION
PeopleCert ON BEHALF OF AXELOS

CONTINUITY & RESILIENCE

Quint

Empowering Professionals

Quint Academy is one of the world's largest IT training organizations. Worldwide, over 30,000 professionals choose Quint Academy every year. Since 1992, we have been successfully responding to the IT training needs of these professionals.

The portfolio of courses offered by Quint Academy is at the interface of business and IT, at the strategic, tactical and operational levels. The courses cover the entire spectrum of IT: Strategy, Business Information Management, Governance, Sourcing, Architecture, Innovation, Information Risk Management, IT Management, Lean IT & Agile, Portfolio Management, Program Management and Project Management. The curriculum of each course is aligned with the needs of the individual IT professional, from CIO to helpdesk co-worker. In our courses, we focus on imparting knowledge and know-how (hard skills) and we concentrate in particular on changing behavior and attitudes (soft skills).

www.Quintgroup.com/Training

Course Student Material

Students will receive a ITIL® 4 Managing Professional Transition classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Course Coverage

1.1 ITIL4 FOUNDATION

* Understand the key concepts of service management
* Understand how the ITIL guiding principles can help an organization to 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

1.2 CREATE, DELIVER AND SUPPORT

* 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

1.3 DRIVE STAKEHOLDER VALUE

* 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 realize and validate service value

1.4 HIGH VELOCITY IT

* 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

1.5 DIRECT, PLAN & IMPROVE

* Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context
* Understand the role of GRC and know how to integrate the principles and methods into the service value system
* Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction planning and improvement