

ITIL4 - Managing Professional

Overview

The ITIL 4 Managing Professional Transition Module is a bridge between ITIL V3 and V4, helping candidates make an easy transition to ITIL v4. Since the time ITIL V3 was launched in 2007, technology has undergone a massive shift with new frameworks, delivery models, and digital disruptions happening. ITIL V4 was launched in order to help industries and individuals cope with these disruptions and industry advancements. Far from negating V3, V4 actually builds on it and this module helps V3 candidates gain skills and knowledge needed to navigate the digital service economy while also recognizing their previous achievements. ITIL v3 candidates can gain the ITIL 4 Managing Professional designation via this course and subsequent exam.

ITIL 4 - Managing Professional Transition Course Content

ITIL4 Foundation:

- 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

ITIL4 Specialist 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

ITIL4 Specialist Drive Stakeholder Value

- Understand how customer journeys are designed
- Know how to foster stakeholder relationship
- Know how to shape demand and define service offerings
- Know how to on board and off board 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

ITIL4 Specialist 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

ITIL4 Strategist Direct Plan and 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

Learning Objectives

Upon completion of ITIL 4 certification training, you will gain an understanding of:

- The key concepts of service management
- How ITIL's guiding principles can help an organization adopt and adapt to service management
- The four dimensions of service management
- The purpose and components of the ITIL service value system
- The activities of the service value chain and how they interconnect
- How to plan and build a service value stream to create, deliver, and support services
- How relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams
- How to create, deliver, and support services Concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- The digital product lifecycle in terms of the ITIL operating model
- The importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
- How customer journeys are designed
- How to foster stakeholder relationships How to shape demand and define service offerings The process of on boarding and off boarding customers and users
- How to collaborate to ensure continual value co-creation
- How to realize and validate service value
- The scope and activities relevant to Direct and Plan
- The role of GRC and how to integrate its principles and methods into the SVS
- Organizational change management methods to direct, plan and improve IT within your company.