

## ITIL® 4 Managing Professional Transition (MPT)

### Overview

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The ITIL 4 Managing Professional Transition module is designed to allow ITIL Experts or 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 associated certification exam voucher is included with this course.

### Prerequisite Comments

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To take the transition module, all candidates must be at Expert level or have a minimum of 17 v3 credits. Candidates can continue to collect their v3 Intermediate or Practitioner credits to enable them to be eligible to take the transition module when it is launched.

### Target Audience

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

### Course Objectives

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The purpose of the ITIL 4 Managing Professional Transition Qualification is:

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.

### Course Outline

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#### 1 - ITIL 4 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

#### 2 - ITIL 4 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

### 3 - ITIL 4 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'  
Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT

### 4 - ITIL 4 Specialist 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

### 5 - ITIL 4 Strategist Direct Plan and Improve

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  
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