

ITIL® (Version 5) Managing Professional Transition - Including Exam

Durée: 5 Jours Réf de cours: ITIL5MPT

Résumé:

ITIL Managing Professional Transition (Version 5) is a transition module designed for candidates who hold either the ITIL 4 Managing Professional or ITIL v3 Expert designation. It provides a fast-track route for experienced ITIL professionals to transition to ITIL (Version 5) without completing all modules individually.

ITIL Managing Professional Transition (Version 5) consolidates key concepts from the following ITIL (Version 5) modules:

- ITIL Experience (Version 5) - **integrates human experience** into the **design and delivery of digital products and services**. It recognizes that functional success alone is not enough; **how services are perceived, trusted, and engaged** with directly **influences the value** they **create**.

- ITIL Product (Version 5) - ITIL Product provides **guidance** for organizations involved in the **creation and continual improvement** of **digital products** across the **digital product and service lifecycle**.

- ITIL Service (Version 5) - explores how organizations **design, build, deliver, support, and continually improve services** in order to **create value for stakeholders**.

- ITIL Transformation (Version 5) - guide organizations through **enterprise-wide transformation**. Designed to bridge the gap between ambition and realisation - from defining strategic intent to delivering measurable business outcomes.

The courseware and exam are currently only available in English.

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Public visé:

This course is aimed at:

- Professionals who have invested in ITIL 4 or ITIL v3 certifications and require a straightforward upgrade route.
- Professionals at all levels and across all types of organizations involved in digital product and service management.

Objectifs pédagogiques:

■ **After completing this course, you will be able to:**

- Describe the ITIL Product & Service Lifecycle and its key activities
- Distinguish between product, service, and experience perspectives
- Explain the purpose, steps, and outputs of all 8 lifecycle activities, and apply product and service perspectives to each activity
- Understand lifecycle integration, value streams, and operating models

- Explain the ITIL Experience Model, including its components, concepts, roles, interactions, journeys, and expectations
- Understand the ITIL Transformation Model and apply transformation and governance concepts
- Explain the role of AI in product, service, and experience management, as well as transformation
- Understand how the new ITIL modules integrate with PRINCE2 and DevOps Institute frameworks

Pré-requis:

The candidate must have one of the below certifications (Accredited training or Official eLearning):

- ITIL 4 Managing Professional or
- ITIL 4 Master or
- ITIL v3 Expert or
- ITIL v3 Master
- ITIL4CDS - ITIL® 4 Specialist - Create, Deliver, Support - Examen inclus

Test et certification

Recommended preparation for exam(s):

- ITIL® (Version 5) Managing Professional Transition - Product, Service, Experience

The exam is 120 minutes long, 60 multiple choice questions. This is an open book exam. Pass mark is 70%.

- ITIL® (Version 5) Transformation

- ITIL4DPI - ITIL® 4 Strategist - Direct, Plan, Improve - Examen inclus
- ITIL4DSV - ITIL® 4 Specialist - Drive Stakeholder Value - Examen inclus
- ITIL4HVIT - ITIL® 4 Specialist - High Velocity IT - Examen inclus

The exam is 90 minutes long, 40 multiple choice questions. This is an open book exam. Pass mark is 70%.

Exam vouchers are provided with this course. These will have a validity of 12 months. You will need to schedule your exams within this time frame.

Après cette formation, nous vous conseillons le(s) module(s) suivant(s):

- ITIL® (Version 5) AI Governance*

*To be released.

Contenu:

Module 1: Introduction to ITIL Product, Service and Experience and the new ITIL models

Module 2: The ITIL Product and Service Lifecycle management activities

Module 3: Managing the ITIL Product and Service Lifecycle

Module 4: ITIL Experience

- Service Journey ; Roles
- Capturing experience ; Stakeholder Journeys

Module 5: ITIL Transformation

Module 6: ITIL and AI

Module 7: ITIL and other frameworks

Module 10: What's next?

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou "booking form" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :

- En cas de handicap : plus d'info sur globalknowledge.fr/handicap
- Le Règlement intérieur est disponible sur globalknowledge.fr/reglement