ITIL 4 Managing Professional Transition + examen

Cursusduur: 5 Dagen     Cursuscode: ITIL4MP

Beschrijving:

This course provides those IT leaders, practitioners and support staff who already hold the ITIL v3 expert (or have 17 points under the ITIL v3 scheme) with a transition to the ITIL 4 Managing Professional designation. Students will get a deeper understanding of the key concepts of the service value system that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL 4 Managing Professional Transition examination which leads to the award of ITIL 4 Managing Professional status. The course is based on the ITIL 4 best practice service value system featured in the latest 2019 guidelines.

Doelgroep:

IT leaders, practitioners and support staff who already hold the ITIL v3 expert (or have 17 points under the ITIL v3 scheme)

Doelstelling:

- The course will help students to understand:
  - Key IT service management concepts
  - Understand how the ITIL guiding principles can help an organization adopt and adapt 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
  - 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
  - Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
  - Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
  - Understand the digital product lifecycle in terms of value streams, goals and practices
  - Know how to drive customer value (the customer journey)
  - Know how to drive user value (the service user journey)
  - Understand the scope and activities relevant to Direct and plan
  - Understand the role of governance, risk and compliance 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
  - Preparation to sit the ITIL 4 Managing Professional Transition examination
  - Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT

Vereiste kennis en vaardigheden:

Candidates must be either hold the ITIL V3 Expert designation or have a minimum of 17 credits under the ITIL v3 scheme

Examens en certificering

The Transition exam is included and covers the key concepts introduced in ITIL 4 Foundation, as well as important elements of the below modules from ITIL 4 Managing Professional:

- ITIL 4 Specialist Create, Deliver and Support
- ITIL 4 Specialist Drive Stakeholder Value
- ITIL 4 Specialist High Velocity IT
- ITIL 4 Strategist Direct Plan and Improve.

To qualify for the transition module, candidates need to hold ITIL v3 Expert or a minimum of 17 credits from ITIL v3 qualifications.

Exam specs: 90 minutes, closed book, 40 question multiple choice
where 28/40 (70%) is the pass mark.

Vervolgcurussen:

ITIL 4: Digital and IT Strategy
### Cursusinhoud:

**Understand the key concepts of service management**

- Describe the key concepts of service relationships
  - Service offering
  - Service relationship management
  - Service provision
  - Service consumption

**Understand how the ITIL guiding principles can help an organization adopt and adapt service management**

- Understand the nature, use and interaction of the guiding principles
  - Focus on value
  - Start where you are
  - Progress iteratively with feedback
  - Collaborate and promote visibility
  - Think and work holistically
  - Keep it simple and practical
  - Optimize and automate

**Understand the purpose and components of the ITIL service value system**

- Understand the activities of the service value chain, and how they interconnect

**Describe the purpose of each value chain activity:**

<table>
<thead>
<tr>
<th>Plan</th>
<th>Improve</th>
<th>Engage</th>
<th>Design: transition</th>
<th>Obtain/build</th>
<th>Deliver: support</th>
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**Describe the purpose of each value chain activity:**

- **Plan**
- **Improve**
- **Engage**
- **Design: transition**
- **Obtain/build**
- **Deliver: support**

**Understand how to plan and build a service value stream to create, deliver, and support services**

- Understand the concepts and challenges relating to the following across the service value system:
  - Organisational structure
  - Integrated/collaborative teams
  - Team capabilities, roles, competencies
  - Team culture and differences
  - Working to a customer-oriented mindset
  - Employee satisfaction measurement

**Understand planning and managing resources in the service value system:**

- Team collaboration and integration
- Workforce planning
- Results based measuring and reporting

**Know how to design, develop and transition a value stream for new services using the following ITIL practices:**

- Service design
- Software development and Management
- Deployment management
- Release management
- Service Validation and testing
- Change Control

**Know how to provide user support value stream using the following ITIL practices:**

- Service desk
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management
- Know how to create, deliver and support services

**Understand the use and value of the following across the service value system:**

- Buy vs build considerations
- Sourcing options
- Service integration and management (SIAM)

**Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT**

**Understand the following terms:**

- Digital organization
- High velocity IT
- Digital transformation
- IT transformation

**Understand when the transformation to high velocity IT is desirable and feasible.**

**Understand the five mid-level goals associated with digital products – to achieve:**

- Valuable ideas – strategically innovative and effective application of IT
- Fast development - quick realization and delivery of IT services and IT-related products
- Resilient operations - highly resilient IT services and IT-related products
- Co-created value - effective interaction between service provider and consumer
- Assured conformance - to governance, risk and compliance (GRC) requirements.

**Understand how high velocity IT relates to:**

- The service value system
- The ITIL service value chain
- The four dimensions of service management
- The digital product lifecycle

**Understand the digital product lifecycle in terms of value streams, goals and practices**

**Understand which principles and concepts help understand the high velocity IT and know how to use them:**

- Organizational system
- Systems thinking
- Complexity thinking
- Promise theory
- Digital products
- Design thinking
- Service-dominant logic
- Ethics
- Work
- Lean
- Agile
- DevOps
Nadere informatie:
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