

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

Duration: 5 Days **Course Code: ITIL5MPT**

Overview:

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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Updated 5/2026

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

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.

Objectives:

- **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

Prerequisites:

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

Testing and Certification

Recommended preparation for exam(s):

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

- ITIL 4 Managing Professional or
- ITIL 4 Master or
- ITIL v3 Expert or
- ITIL v3 Master
- ITIL4CDS - ITIL® 4 Specialist: Create, Deliver, Support - Including Exam
- ITIL4DPI - ITIL® 4 Strategist: Direct, Plan, Improve - Including Exam
- ITIL4DSV - ITIL® 4 Specialist: Drive Stakeholder Value - Including Exam
- ITIL4HVIT - ITIL® 4 Specialist: High Velocity IT - Including Exam

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

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.

Follow-on-Courses:

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- ITIL® (Version 5) AI Governance*

*To be released.

Content:

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?

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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