ITIL® 4 - Managing Professional Transition (MPT) Classroom Training

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.

This course is aimed at IT leaders, practitioners and support staff who already hold the ITIL® v3 expert (or have 17 points under the ITIL® v3 scheme).

Course Objectives

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.

Course Content

Understand the key concepts of service management

Describe the key concepts of service relationships

- Service offering
- Service relationship management
- Service provision
- Service consumption

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Course Content

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

Describe 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:

- 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-orientated 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

Course Content

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

Exam Information & Pre-Requisites

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

Students will sit the ITIL® 4 Managing Professional Transition examination to allow them to reach the "ITIL® 4 Managing Professional" designation. This is a 90 minute, 40 question multiple choice exam where 28/40 (70%) is the pass mark.