

# Tytuł szkolenia: ITIL® 4 Managing Professional Transition + exam

Kod szkolenia: HU0C8S

## Wprowadzenie

This course allows candidates of the previous iteration of ITIL to have a straightforward transition to ITIL 4 in order to achieve the designation of ITIL 4 Managing Professional. This course provides an understanding of the new ITIL 4 Foundation concepts and definitions, including the key differences between the previous iteration of ITIL and ITIL 4. The majority of the focus and time allocated during this course is an overview and understanding of the key elements from each one of the four ITIL Managing Professional (MP) modules: Create, Deliver and Support, Drive Stakeholder Value, High Velocity IT and Direct, Plan and Improve.

## Adresaci szkolenia

- Senior IT leaders and executives
- Managers, supervisory staff, and team leaders
- IT professionals who require a deeper understanding of the ITIL 4 publications and how ITIL 4 concepts and activities can be implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated within a service-based business model
- IT architects, IT planners, IT consultants, IT audit managers, IT security managers, IT developers and operational support staff
- Service management professionals and ITSM trainers interested in achieving the Managing Professional designation in the new ITIL 4 framework

### Prerequisites

Candidates must currently hold the ITIL Expert designation or have a minimum of 17 Credits with the ITIL credit scheme to qualify for registration with PeopleCert regarding the Managing Professional examination.

### UWAGA!

Podana kwota nie zawiera kosztu egzaminu, który należy doliczyć do ceny kursu przy składaniu zamówienia.

**ITIL® 4 Managing Professional Transition - Online Exam Voucher** (1 dzień) - 1450 PLN

## Cel szkolenia

This course covers the following topics:

- ITIL 4 Foundation: to introduce candidates to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts
- Create, Deliver and Support (CDS): to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
- Drive Stakeholder Value (DSV): to provide the candidate with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts
- High Velocity IT (HVIT): to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high velocity environments
- Direct, Plan and Improve (DPI): to provide the candidate with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction

## Czas i forma szkolenia

- 35 godzin (5 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

## Plan szkolenia

### 1. ITIL 4 Foundation

- Understand the key concepts of service management including service relationships
- Understand how the ITIL guiding principles can help an organization adopt service management, and also the nature, use, and interaction of the guiding principles
- 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 (SVS) and how these activities interconnect

### 2. ITIL Specialist: Create Deliver and Support

- Understand how to plan and build a service value stream to create, deliver, and support services
- Learn how the relevant ITIL practices contribute to creation, delivery and support across the SVS and value streams
- Understand how to create, deliver and support services

### 3. ITIL Specialist: Drive Stakeholder Value

- Understand how customer journeys are designed
- Learn how to foster stakeholder relationships
- Learn how to shape demand and define service offerings
- Learn how to onboard and offboard customers and users
- Learn how to act together to ensure continual value cocreation (service consumption and provisioning)
- Learn how to realize and validate service value

### 4. ITIL 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

### 5. ITIL Strategist: Direct, Plan and Improve

- Understand the scope of what is to be directed and/or planned, and know how to use key principles and methods of direction and planning in that context
- Understand the role of Governance, Risk, and Compliance, also how to integrate these principles and methods into the service value system
- Understand how to use the key principles and methods of Communication and Organizational Change Management to direct planning and improvement