



ITIL® 4 Managing Professional Transition Module Training

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Program Overview:

This course is specifically designed to help ITIL experts and ITIL® v3 candidates quickly and efficiently complete the requirements for the ITIL 4 Managing Professional certification, which is widely recognized as proof of a professional's expertise. This course includes the latest ITIL training and the exam fee, enabling ITIL V3 (2011 edition) certified professionals to transition to ITIL 4. The course covers the most critical elements of the 2019 ITIL 4 services value system (SVS) for IT management professionals. As an ITIL certification transition module, it recognizes the candidate's existing knowledge of ITIL while providing the latest skills and knowledge required to navigate the changes to ITIL and IT system management.

Program Features:

- > 16 hours of Online self-paced learning
- > Transitional training in the latest version of ITIL
- > One simulation exam
- > Exam fee included

Delivery Mode:

Blended - Online self-paced learning and live virtual classroom

Prerequisites:

To be eligible to take this transition module, you need:

- › An ITIL Expert (v3) certificate

OR

- › A minimum of 17 credits from the Foundation and Intermediate/Practitioner/Manager modules from previous versions

OR

- › An ITIL 4 Foundation certificate and 15 credits from the ITIL V3 system

In other words, if you have passed (or are prepared to take) the MALC exam, then you are eligible to complete this transition module to obtain your ITIL 4 certification.

Target Audience:

- › IT managers and support teams
- › IT architects, planners, and consultants
- › System administrators and analysts
- › Operations managers
- › Database administrators
- › Service delivery professionals
- › Quality analysts
- › Application management teams and development teams
- › Process owners and practitioners

Key Learning Outcomes:

Upon completion of ITIL 4 certification training, you will gain an understanding of:

- > The key concepts of service management
- > How ITIL's guiding principles can help an organization adopt and adapt to service management
- > The four dimensions of service management
- > The purpose and components of the ITIL service value system
- > The activities of the service value chain and how they interconnect
- > How to plan and build a service value stream to create, deliver, and support services
- > How relevant ITIL practices contribute to creation, delivery, and support across the SVS and value streams
- > How to create, deliver, and support services
- > Concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT
- > The digital product lifecycle in terms of the ITIL operating model
- > The importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT
- > How customer journeys are designed
- > How to foster stakeholder relationships
- > How to shape demand and define service offerings
- > The process of onboarding and offboarding customers and users
- > How to collaborate to ensure continual value co-creation
- > How to realize and validate service value
- > The scope and activities relevant to Direct and Plan
- > The role of GRC and how to integrate its principles and methods into the SVS
- > Organizational change management methods to direct, plan and improve IT within your company

Certification Alignment:

Our course is accredited by [EXILOS](#). We are the registered training provider for this course.

Certification Details and Criteria:

The ITIL 4 Managing Professional Transition Module certification is designed to allow ITIL V3 candidates an easier transition to ITIL 4. This lets them earn the newer designation of ITIL 4 Managing Professional via one course and one exam.

What is the format for the ITIL 4 Managing Professional Transition **certification exam**?

- > Complete ITIL 4 Managing Professional Module
- > Take the ITIL 4 Managing Professional Transition Module Certification exam
- > Score at least 70 percent on the exam (28 correct answers out of 40 questions) in 90 minutes

Simplilearn Certification **Criteria-**

- > Complete at least 85 percent of the course
- > Complete one simulation test with a minimum score of 70 percent.

Course **Curriculum:**

Lesson 01 - Introduction

- > Course Overview
- > Examination Format

Lesson 02 - ITIL 4 Foundation

- > Understand the key concepts of service management
- > Understand how the ITIL guiding principles can help an organization adopt and adapt service management
- > 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, and how they interconnect

Lesson 03 - Create, Deliver and Support

- > 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

Lesson 04 - Drive Stakeholder Value

- Understand how customer journeys are designed
- Know how to foster stakeholder relationship
- Know how to shape demand and define service offerings
- Know how to onboard and offboard customers and users
- Know how to act together to ensure continual value co-creation (service consumption/provisioning)
- Know how to realize and validate service value

Lesson 05 - 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'
- Know how to create, deliver and support services

Lesson 06 - 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 GRC and know how to integrate the principles and methods into the service value system
- Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction planning and improvement

About Us:

Simplilearn is a leader in digital skills training, focused on the emerging technologies that are transforming our world. Our blended learning approach drives learner engagement and is backed by the industry's highest completion rates. Partnering with professionals and companies, we identify their unique needs and provide outcome-centric solutions to help them achieve their professional goals.

For more information, please visit our website:

<https://www.simplilearn.com/itil-4-managing-professional-transition-training>



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Simplilearn's 400+ training courses are designed and updated by world-class industry experts. Their blended learning approach combines e-learning classes, instructor-led live virtual classrooms, applied learning projects, and 24/7 teaching assistance. More than 40 global training organizations have recognized Simplilearn as an official provider of certification training. The company has been named the 8th most influential education brand in the world by LinkedIn.

India - United States - Singapore

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