Course Outline
ITIL® 4 Managing Professional (MP) Transition

Who should attend (Audience)
ITIL® v3 Experts and candidates with 17 ITIL® credits.

What is this course about?
The Managing Professional transition module is designed to allow ITIL® v3 candidates with 17 credits to easily transition across to ITIL® 4. Upon successfully passing the exam you will gain the designation of ITIL® 4 Managing Professional via one course and one exam. In addition to fully preparing you for this exam, this 5-day ITIL® 4 transition module will teach you how to create, deliver, and support services and drive stakeholder value.

Note: ITIL® 4 Managing Professional exam voucher included

Recommended prerequisites
- 1197 – ITIL® v3 Foundation Certification
- 982 - ITIL® v3 Lifecycle: Service Strategy
- 991 - ITIL® v3 Lifecycle: Service Operation
- 992 - ITIL® v3 Lifecycle: Service Transition
- 993 - ITIL® v3 Lifecycle: Service Design
- 994 - ITIL® v3 Lifecycle: Continual Service Improvement

Previous knowledge & experience needed
- To take the transition module, all candidates must be at ITIL® 3 Expert level or have a minimum of 17 v3 credits.

Duration
5 Days
8 AM-4 PM Central Daily

Course skill level
- Foundation
- Intermediate
✓ Advanced

This course qualifies for
3.0 CEUs
29 NASBA CPEs
29 PMI PDUs

Technology used during course
- AnyWare Classes use Adobe Connect
- ITIL® Exams administered online by PeopleCERT
Course Details

**Chapter 1: 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
- Know how to coordinate, prioritize, and structure work and activities to create deliver and support services, including managing queues and backlogs, and prioritizing work

**Chapter 2: Drive Stakeholder Value**
- Understand how customer journeys are designed
- Understand the concept of the customer journey (2) BL2 1
- 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

**Chapter 3: 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 service
Common Questions – Attendance Policy, Contacts

What is the Attendance Policy for IT Academy Classes?
IT Academy attendees are expected to adjust their work schedule to match the IT Academy class hours of 8:00am – 4:00pm. 100% attendance is expected in each IT Academy class. Missing time in class may result in the following:

- **No Show**=Employees who do not show up for class or arrive more than one (1) hour after the start of class will be advised to reschedule for the next available course.
- **Incomplete**=Employees missing a half day or more of class-any day of class-will be advised to reschedule for the next available course. Employees not available to sit for the post-test will be considered incomplete.

AnyWare Technical Support contact?
AnyWare@LearningTree.com, 1-877-653-8733

IT Academy Classroom Point of Contact?
Christopher Marsh, Christopher.marsh@tn.gov, 615-532-5517

How do I access the new My IT Academy Portal?
1. Log into Edison
2. ELM Learning Home Page
3. Quick Links
4. My IT Academy (last link under Quick Link)

For more FAQs visit the IT Academy AEM Site