

ITIL 4 Managing Professional Transition Certification Training

Course Summary

Description

The ITIL 4 Managing Professional Transition (Bridge) Course was created by AXELOS to reward individuals with ITIL V3 advanced certifications by enabling them to skip the four (4) courses in the Managing Professional Series of courses and receive the coveted ITIL 4 Managing Professional designation.

Objectives

By the end of this course, students will be able to:

- Review the key concepts of service management
- Understand the four dimensions of service management
- Comprehend the purpose and components of the ITIL service value system
- Understand the activities and interconnectivity of the service value chain
- Learn to plan and build a service value stream that creates, delivers and supports services
- Review how relevant ITIL practices contribute to the create, delivery and support across the SVS and value streams
- Learn how to create, deliver and support services
- Understand how customer journeys are designed and how to foster stakeholder relationships
- Know how to shape demand, define service offerings, and onboard and off board customers and users
- Understand how to engage with others to ensure continual value co-creation and how to realize and validate service value
- Delve into the concepts of the high-velocity nature of the digital enterprise and its demands
- Gain an understanding of digital product lifecycles and how it integrates into the ITIL operating model
- Create a solid base on the importance of the ITIL Guiding Principles and concepts to deliver high velocity IT
- Know how to use the key principles and methods of direction and planning to properly as they relate to the scope of the project
- Understand the role of GRC and how to integrate the principles and methods into the Service Value System
- Facilitate Communication and Organizational Change Management

Topics

- Course Introduction
- Foundation1
- Foundation 2
- Foundation3
- Foundation4
- Foundation5
- Direct, Plan & Improve
- DPI1
- DPI2
- DPI3
- DPI4
- CDS1
- CDS2
- CDS3
- CDS4
- CDS5

ITIL 4 Managing Professional Transition Certification Training

Course Summary (cont.)

Topics (cont.)

- CDS6
- CDS7
- DSV1
- DSV2
- DSV3
- DSV4
- DSV5
- DSV6
- DSV7
- DSV8
- DSV9
- DSV10
- HVIT1
- HVIT2
- HVIT3
- HVIT4
- HVIT5
- HVIT6
- HVIT7
- HVIT8
- Summary

Audience

You may take this course if you hold any of the below:

- ITIL V3 Experts
- Individuals with 17 or more ITIL V3 credits
- Individuals with 15 or more ITIL V3 Intermediate Credits and ITIL 4 Foundation Certification

Prerequisite

You may take this course if you hold any of the below credentials:

- ITIL V3 Experts
- Individuals with 17 or more ITIL V3 credits
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Duration

Fourteen Hours and Fifty-Eight minutes

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Course Outline

- I. Course Introduction**
 - A. Agenda & Introductions
 - B. Overview of the Transition Certification
 - C. Transition Exam Details
 - D. Materials to Support the Class
- II. Foundation**
 - A. Introduction
 - B. Key Definitions
 - C. Service Offering
 - D. Service Relationship Management
 - E. Service Provision
 - F. Service Consumption
- III. Foundation**
 - A. Introduction
 - B. Dimensions of Service Management
 - C. Organizations & People
 - D. Information & Technology
 - E. Partners & Suppliers
 - F. Value Streams & Processes
- IV. Foundation**
 - A. Introduction
 - B. Service Value System (SVS)
 - C. Service value chain (SVC)
- V. Foundation**
 - A. Introduction
 - B. Guiding Principles
 - 1. 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
- VI. Foundation**
 - A. Foundation Summary
 - B. Foundation Sample Questions
 - C. Foundation Exercise: ITIL4 MPT – Foundation Review v1
- VII. Direct, Plan & Improve**
 - A. Scope and Strategic Planning
 - B. Cascading Objectives
 - C. Policies, Controls and Guidelines
- VIII. DPI**
 - A. Risk Management and Governance
 - B. Governance and DPI
- IX. DPI**
 - A. Organizational Change Management (OCM)
 - B. Impact of OCM and DPI
 - C. Managing Stakeholders
- X. DPI**
 - A. All About Communication
 - B. Feedback Channels
- XI. DPI**
 - A. DPI Summary
 - B. DPI Sample Exam Questions
 - C. DPI Exercise
- XII. CDS**
 - A. Organizational Structures
 - B. Collaboration vs. Cooperation
 - C. All about Teams (Competencies, Culture)
- XIII. CDS**
 - A. Employee Satisfaction
 - B. Customer-Orientation
 - C. Communication
 - D. Workforce Planning
- XIV. CDS**
 - A. Measuring and Reporting
 - B. Continual Improvement
- XV. CDS**
 - A. Service Value Streams
 - B. Designing Service Value Streams
 - C. Value Stream Mapping
 - D. Metrics for Value Streams
- XVI. CDS**
 - A. Value Streams for a New Service
 - B. Value Stream for User Support
- D. Compliance and Decision-Making Authorities**

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Course Outline (cont.)

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| <p>XVII. CDS</p> <ul style="list-style-type: none"> A. Managing Queues and Backlogs B. Prioritizing Work C. Shift-Left D. Sourcing | <p>XXV. DSV</p> <ul style="list-style-type: none"> A. Ongoing Service Interactions B. Service Requests C. Moments of Truth & Intelligent Disobedience D. User Communities and User Feedback |
| <p>XVIII. CDS</p> <ul style="list-style-type: none"> A. CDS Summary B. CDS Sample Exam Questions C. CDS Exercise | <p>XXVI. DSV</p> <ul style="list-style-type: none"> A. Service Value and Value Realization B. Tracking Performance, Outputs, and Outcomes |
| <p>XIX. DSV</p> <ul style="list-style-type: none"> A. Customer Journey B. Benefits | <p>XXVII. DSV</p> <ul style="list-style-type: none"> A. Evaluate and Improve the Customer Journey B. Continual Improvement C. Charging and Billing |
| <p>XX. DSV</p> <ul style="list-style-type: none"> A. Mutual Readiness B. Managing Suppliers & Partners C. Service Relationship Types D. Building Service Relationships (Three C's of Trustworthiness) E. Service Provider Capabilities and Customer Needs | <p>XXVIII. DSV</p> <ul style="list-style-type: none"> A. DSV Summary B. DSV Sample Exam Questions C. DSV Exercise |
| <p>XXI. DSV</p> <ul style="list-style-type: none"> A. Design Digital Service Experiences – Lean B. Design Digital Service Experiences - Agile C. Service Design Thinking and Service Blueprinting | <p>XXIX. HVIT</p> <ul style="list-style-type: none"> A. HVIT Terms B. Digital Transformation |
| <p>XXII. DSV</p> <ul style="list-style-type: none"> A. Design for Onboarding B. Selling and Procuring | <p>XXX. HVIT</p> <ul style="list-style-type: none"> A. Valuable Investments B. Fast Development, Resilient Operations C. Value Co-Creation; Assured Conformance |
| <p>XXIII. DSV</p> <ul style="list-style-type: none"> A. Onboarding and Offboarding Activities B. Relating with Users and Fostering Relationships C. User Engagement and Delivery Channels | <p>XXXI. HVIT</p> <ul style="list-style-type: none"> A. Four Dimensions B. PESTLE C. Service Value System |
| <p>XXIV. DSV</p> <ul style="list-style-type: none"> A. Enabling Users for Service B. Elevating Mutual Capabilities C. Offboarding | <p>XXXII. HVIT</p> <ul style="list-style-type: none"> A. Service Value Chain B. SVC and the Consumer C. SVC and Value Streams D. Digital Product Lifecycle |

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Course Outline (cont.)

- XXXIII. HVIT**
 - A. Five Behaviors for HVIT
 - B. Principles, Models and Concepts
 - 1. Purpose, People, Process
 - C. Purpose: Ethics; Design Thinking
- XXXIV. HVIT**
 - A. People: Safety Culture
 - B. Progress: Complex Environments
- XXXV. HVIT**
 - A. Progress: Lean; Toyota Kata
 - B. HVIT Approaches
 - 1. Lean, Agile, Resilient, Continuous
 - C. Service Dominant Logic
- XXXVI. HVIT**
 - A. HVIT Summary
 - B. HVIT Samples Exam Questions
 - C. HVIT Exercise
- XXXVII. Summary**
 - A. Summary Recap of Foundation, DPI, CDS, DSV, HVIT
 - B. Full Sample Exam