

ITIL® 4 Managing Professional transition module

Course Description:

ITIL 4 brings ITIL up to date by focusing on a new form of IT Service Management that revolves around customer experience, value streams, digital transformation and new ways of working like Lean, Agile and DevOps. ITIL® Managing Professional (MP) certification is equivalent to ITIL® v3 Expert certification. This module is designed to make the transition to ITIL 4 smooth and simple. The target group of this course is professionals working in technology teams. Participants are provided with practical and technical knowledge on how to create and implement successful services, teams and workflows.

Course and Learning Objectives:

This Candidates can expect to gain competence in the following areas:

- ITIL 4 Specialist: Create, Deliver & Support. Integrating the various value streams and activities involved in creating, delivering and supporting IT products and IT services, including the supporting practices, methods and tools.
- ITIL 4 Specialist: Drive Stakeholder Value. Converting demand into value and looking at all types of interaction between service providers and customers, users, suppliers and partners.
- ITIL 4 Specialist: High Velocity IT. Applying Lean principles and a DevOps way of working to supplement working with Agile and Scrum.
- ITIL 4 Strategist: Direct, Plan & Improve. Learning the practical skills required to create an organization that continuously improves.
- ITIL 4 Foundation. Becoming familiar with the basis of the service value system (SVS) and the four dimension model used to consider every component of the SVS.

Course Approach:

Following the ITIL 4 Managing Professional transition module and passing the exam results in ITIL 4 Managing Professional certification. The requirement for participating in the course is ITIL v3 Expert certification or a minimum of 17 (v3) credits. It is important to note that candidates can continue to acquire their ITIL v3 Intermediate or Practitioner credits to enable them to be eligible to participate in this transition module.

Course Student Material:

Students will receive a classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

Certificate:

If you complete the course and pass the exam, you will be awarded the ITIL 4 Managing Professional certificate. After being awarded the certificate, participants will earn 35 professional development units (PDUs) registered with PMI.

Duration

4 days

Languages:

Cantonese

Prerequisites

The requirement for participating in the ITIL 4 Managing Professional transition module is ITIL v3 Expert certification or a minimum of 17 (v3) credits.

Target Audience

IT Managers, Operational staff, and anyone requiring a deeper knowledge of or who are involved in the Operational Support & Analysis cluster of processes and functions

About the Examination:

Exam Format:

Kenfil Hong Kong Ltd.

Enquiry: (852) 2864 2490 Email: education@kenfil.com Website: www.kenfil.com

- 40 multiple choice examination questions
- Eight questions per paper
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book.