

ITIL® 4 Managing Professional Transition Module

Course#: ITSM-14

Duration: 3 Days

Price: 0.00

Course Description

The ITIL4 Managing Professional Transition Module is a bridge between ITIL V3 and V4, helping candidates make an easy transition to ITIL v4. Since the time ITIL V3 was launched in 2007, technology has undergone a massive shift with new frameworks, delivery models, and digital disruptions happening. ITIL V4 was launched in order to help industries and individuals cope with these disruptions and industry advancements. Far from negating V3, V4 actually builds on it and this module helps V3 candidates gain skills and knowledge needed to navigate the digital service economy while also recognizing their previous achievements. ITIL v3 candidates can gain the ITIL 4 Managing Professional designation via this course and subsequent exam.

Objectives

ITIL 4 Specialist Create, Deliver and Support

ITIL 4 Specialist Drive Stakeholder Value

ITIL 4 Specialist High Velocity IT

ITIL 4 Strategist Direct Plan and Improve

Audience

IT managers and support teams

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

Prerequisites

Candidates who wish to take this course and subsequent exam must have:

ITIL Expert (v3) certificate

OR

A minimum of 17 credits from the Foundation and Intermediate/Practitioner/Manager modules from previous version

OR

ITIL 4 Foundation and 15 credits from the ITIL V3 system

Which means that 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.

Content

Chapter 1: ITIL 4 Foundation

1.1: Understand the key concepts of service management

Describe the key concepts of service relationships: (2.3.2, 2.4, 2.4.1):

Service offering

Service relationship management

Service provision

Service consumption

1.2: Understand how the ITIL guiding principles can help an organization adopt and adapt service management

Describe the nature, use and interaction of the guiding principles (4.3, 4.3.8)

Explain the use of the guiding principles (4.3):

Focus on value (4.3.1 4.3.1.4)

Start where you are (4.3.2 4.3.2.3)

Progress iteratively with feedback (4.3.3 4.3.3.3)

Collaborate and promote visibility (4.3.4 4.3.4.4)

Think and work holistically (4.3.5 4.3.5.1)

Keep it simple and practical (4.3.6 4.3.6.3)

Optimize and automate (4.3.7 4.3.7.3)

1.3: Understand the four dimensions of service management

Describe the four dimensions of service management (3):

- Organizations and people (3.1)
- Information and technology (3.2)
- Partners and suppliers (3.3)
- Value streams and processes (3.4-3.4.2)

1.4: Understand the purpose and components of the ITIL service value system

Describe the ITIL service value system (4.1)

1.5: Understand the activities of the service value chain, and how they interconnect

Describe the interconnected nature of the service value chain and how this supports value streams (4.5)

Describe the purpose of each value chain activity:

- Plan (4.5.1)
- Improve (4.5.2)
- Engage (4.5.3)
- Design transition (4.5.4)
- Obtain/build (4.5.5)
- Deliver support (4.5.6)

Chapter 2: Create, Deliver and Support (CDS)

2.1: Understand how to plan and build a service value stream to create, deliver, and support services:

Understand the concepts and challenges relating to the following across the service value system:

Organisational structure (2.1.1)

Collaborative culture (2.3.5,2.3.5.1-3)

Teams, roles competencies (2.2.1-2, 2.2.2.1-2)

Team culture and differences (2.3.1-5)

Working to a customer-orientated mindset (2.3.6, 2.3.6.1)

Employee satisfaction management (2.2.4)

The value of positive communications (2.3.7, 2.3.7.1)

Know how to plan and manage resources in the service value system:

Team collaboration and integration (2.3.3, 2.3.5)

Workforce planning (2.2.3)

Results based measuring and reporting (2.2.5, 2.2.5.1)

2.2: Know how relevant ITIL practices contribute to the creation, delivery and support across the

SVS and value streams

Know how to use a value stream to design, develop and transition new services (4, 4.1, 4.1.1-7, 4.2.1-2, 4.2.2.1-4.2.2.7)

Know how to use a value stream to provide user support (4, 4.1, 4.1.1-7, 4.2.1, 4.2.2, 4.2.2.1-8)

2.3: Know how to create, deliver and support services

Know how to co-ordinate, prioritize and structure work and activities to create deliver and support services, including:

Managing queues and backlogs (5.1.1, 5.2.1, 5.2.1.1-2)

Prioritizing work (5.1 including all subsections)

Chapter 3: Drive Stakeholder Value (DSV)

3.1: Understand how customer journeys are designed

Understand the concept of the customer journey (2, 2.1, 2.2)

3.2: Know how to foster stakeholder relationship

Understand the concepts mutual readiness and maturity (4.3.5)

Understand the different supplier and partner relationship types, and how these are managed (4.4, 4.2, 4.2.1-3)

Know how to develop customer relationships (4.1, 4.1.1-2, 4.3, 4.3.1-4 (including all subsections))

3.3: Know how to shape demand and define service offerings

Understand methods for designing digital service experiences based on value driven, data driven and user centred service design (5.3, 5.3.1-6)

Understand approaches for selling and procuring service offerings (5.4, 5.4.1-3)

3.4: Know how to onboard and offboard customers and users

Understand key transition, onboarding and offboarding activities (7)

Understand the ways of relating with users and fostering user relationships (7.2, 7.2.1-2)

Understand how users are authorized and entitled to services (7.4)

Understand different approaches to mutual elevation of customer, user and service provider capabilities (7.5)

Know how to prepare onboarding and offboarding plans (7.1, 7.1.1-4, 7.6, 7.6.1-2, 7.7)

Know how to develop user engagement and delivery channels (7.3)

3.5: Know how to act together to ensure continual value co-creation (service consumption / provisioning)

Understand how users can request services (8.2, 8.2.1-2, 8.2.4-5)

Understand the concepts of customer and user (8.3,8.3.1)

Understand methods for encouraging and managing customer and user feedback (8.2.6)

Understand the concept of moments of truth (8.2.4)

3.6: Know how to realise and validate service value

Understand methods for measuring service usage and customer and user experience and satisfaction (9.2.2, 9.3.3)

Understand methods to track and monitor service value (outcome, risk, cost and resources) (9.2, 9.2.1-3, 9.3)

Understand different types of reporting of service outcome and performance (9.2.1, 9.3, 9.5.1)

Understand charging mechanisms (9.4, 9.5.4)

Know how to validate service value (9.3)

Know how to evaluate and improve the customer journey (9.4, 9.4.1-2)

Chapter 4: High Velocity IT (HVIT)

4.1: Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT

Understand the following terms:

Digital organization (2.3)

High velocity IT (2.1)

Digital transformation (2.4)

IT transformation (2.4.1)

Digital product (2.6.1)

Digital technology (2.2)

Understand when the transformation to high velocity IT is desirable and feasible (2.1)

Understand the five objectives associated with digital products to achieve:

Valuable investments strategically innovative and effective application of IT (2.5.1, 4, 4.1)

Fast development - quick realization and delivery of IT services and IT-related products (2.5.1, 4, 4.2)

Resilient operations - highly resilient IT services and IT-related products (2.5.1, 4, 4.3)

Co-created value - effective interactions between service provider and consumer (2.5.1, 4, 4.4)

Assured conformance - to governance, risk and compliance (GRC) requirements (2.5.1, 4, 4.5)

4.2: Understand the digital product lifecycle in terms of the ITIL operating model

Understand how high velocity IT relates to:

The four dimensions of service management (2.6.6, 2.6.6.1-4, 2.6.7)

The ITIL service value system (2.6, 2.6.3, 2.6.3.1, 2.6.3.2, 2.6.4)

The service value chain (2.5.1, 2.6.3, 2.6.3.1, 2.6.3.2, 2.6.4)

The digital product lifecycle (2.6.2)

4.3: Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT

Understand the following principles, models and concepts:

Ethics (3.2.1, 3.2.1.1)

Safety culture (3.2.2.2, tab 3.2)

Lean culture (3.2.3.2, tab 3.3)

Toyota Kata (3.2.3.3.1)

Lean / Agile / Resilient / Continuous (2.5.2, 2.5.2.1-4, tab 2.2)

Service-dominant logic (2.5.2.5)

Design thinking (3.2.1.2)

Complexity thinking (3.2.3.1)

Know how to use the following principles, models and concepts:

- Ethics

- Safety culture

- Lean culture

- Toyota Kata

- Lean / Agile / Resilient / Continuous

- Service-dominant logic

- Design thinking

- Complexity thinking

(3.2, 3.2.1, 3.2.1.1, 3.2.2.2, tab 3.2, 3.2.3.2, tab 3.3, 3.2.3.3.1, 2.5.2, 2.5.2.1-4, tab 2.2, 2.5.2.5, 3.2.1.2, 3.2.3.1)

to contribute to:

Help get customers jobs done (3.1.4, tab 3.1)

Trust and be trusted (3.1.2, tab 3.1)

Continually raise the bar (3.1.3, tab 3.1)

Accept ambiguity and uncertainty (3.1.1, tab 3.1)

Commit to continual learning (3.1.5, tab 3.1)

Chapter 5: Direct, Plan and Improve (DPI)

5.1: 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

Identify the scope of control and within this:

Know how to cascade objectives and requirements (1.3.1.1, 2.1.3, 2.1.4)

Know how to define effective policies, controls and guidelines (2.5.2, 2.5.2.1-2, 2.5.3)

Know how to place decision-making authority at the correct level (2.2.2)

5.2: Understand the role of GRC and know how to integrate the principles and methods into the service value system

Understand the role of risk and risk management in DPI (2.3, 2.3.1-2)

Understand how governance impacts DPI (2.2, 2.2.1, 2.2.1.1, 2.2.2, 2.2.3)

Know how to ensure that controls are sufficient, but not excessive (2.5.2.1)

5.3: Understand and know how to use the key principles and methods of Communication and Organizational Change Management to direction planning and improvement

Understand the nature, scope and potential benefits of organizational change management (6.3, 6.3.1, 6.3.2, 6.3.2.1-3, the organizational change management practice)

Know how to use the key principles and methods of Communication OCM

Identify and manage different types of stakeholders (6.2, 6.2.1, 6.2.2)

Effectively communicate with and influence others (6.1.2 - 6.1.2.5, 6.3.2, 6.3.2.1-3, tab 6.2)

Establish effective feedback channels (6.1.2.1, 6.1.5, 6.1.6)