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# IT Service Management - ITIL® 4 Managing Professional Transition

## Upgrade from ITIL V3 Expert to ITIL® 4 in 4 days

This course is given as an intensive four-day workshop covering the notions of service, value system, value chain, practices, related to IT Service Management as defined by AXELOS in the ITIL® 4 framework. The ITIL® 4 Managing Professional Transition module recognizes your existing achievements and it allows you to update the skills and knowledge needed to navigate the digital service economy. At the end of the course, participants will take 90 minutes exam containing a multiple-choice questionnaire to obtain the international AXELOS ITIL®4 Managing Professional certificate in IT service management.

### ITIL® VERSION

This expands knowledge based on the ITIL® 4 version

### LANGUAGE

The course, course materials and exam are in English.

### COURSE OBJECTIVES

The ITIL® 4 Managing Professional Transition module recognizes your existing achievements and it allows you to update the skills and knowledge needed to navigate the digital service economy.

The Transition module covers the core elements of the following modules:

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  
ITIL® 4 Foundation

### TARGET AUDIENCE

The Transition module fundamentally targets individuals who have obtained their ITIL® Expert designation or have achieved 17 ITIL® v3 credits before starting the course.

You are also eligible for this course if you have completed ITIL® 4 Foundation and 15 credits from the ITIL® v3.

### COURSE STRUCTURE

This course comprises a series of interactive readings supplemented by classroom and other exercises resembling exams.

### STUDY DAYS

4 days, including the final exam.

### COURSE CONTENT

The following elements are covered in this course:

- Key concepts of service management
- ITIL guiding principles and how they can be used for delivering high velocity IT
- How to plan and build a service value stream to create, deliver, and support services
- How ITIL practices contribute to the creation, delivery and support across the SVS and Value streams
- 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'
- Customer journeys and how to onboard/offboard customers and users
- The scope and activities relevant to Direct and plan
- The role of GRC and how to integrate the principles and methods into the service value system

### PREREQUISITE

Hold a minimum of 17 ITIL® V3 exam credits or 15 ITIL® V3 exam credits and the ITIL4 Foundation certificate

### EXAM

The AXELOS ITIL® 4 Managing Professional Transition exam is included.

It is required to get the training from an accredited organization with an accredited training material.

Format: 40 multiple-choice questions.

Duration: 90 minutes.