KNOWLEDGE
For Training

1. Course Details:

Course Code : FBAQ-005
Course Title : ITIL 4 Managing Professional
Course Duration : 5 Days

2. Course Overview

- The ITIL 4 Managing Professional Transition qualification is intended to allow candidates of the previous iteration of ITIL the opportunity for a straightforward transition to ITIL 4 in order to achieve the designation of ITIL 4
- Managing Professional. It shall also provide candidates with an understanding of the new ITIL 4 Foundation concepts and definitions, including the key differences between the previous iteration of ITIL and ITIL 4 and how they can be practically applied. Finally, it is intended to provide candidates with an understanding of the key elements from each of the four ITIL Managing Professional (MP) modules: Create, Deliver & Support, Drive Stakeholder Value, High Velocity IT, and Direct, Plan & Improve, as well as ITIL 4 Foundation.
- The purpose of the ITIL 4 Managing Professional Transition Examination is to assess whether the candidate can demonstrate enough understanding and practical application of the concepts covered in the following ITIL 4Core publications to be awarded the designation ITIL 4 Managing Professional:

1. ITIL 4 Foundation: to introduce readers to the management of modern IT-enabled services, to provide them with an understanding of the common language and key concepts
2. Create, Deliver and Support (CDS): to provide the candidate with an understanding on how to integrate different value streams and activities to create, deliver and support IT-enabled products and services, and relevant practices, methods and tools
3. Drive Stakeholder Value (DSV): to provide the candidate with an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts
4. High Velocity IT (HVIT): to provide the candidate with an understanding of the ways in which digital organizations and digital operating models function in high velocity environments
5. Direct, Plan and Improve (DPI): to provide the candidate with the practical skills necessary to create a‘learning and improving’ IT organization, with a strong and effective strategic direction.

3. Learning Outcomes:

- Understand the key concepts of service management
- Understand how the ITIL guiding principles can help an organization adopt and adapt service

management

- Understand the four dimensions of service management
- Understand the purpose and components of the ITIL service value system
- Understand the activities of the service value chain, and how they interconnect
- Understand how to plan and build a service value stream to create, deliver, and support services
- Know how to use a value stream to design, develop and transition new services
- Know how to use a value stream to provide user support
- Know how to coordinate, prioritize and structure work and activities to create deliver and support services, including managing queues and backlogs and prioritizing work
- Understand how customer journeys are designed
- 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
- Understand concepts regarding the high-velocity nature of the digital enterprise
- Understand how high velocity IT
- Understand the following principles, models and concepts and know how to use the principles
- Know how to ensure that controls are enough, but not excessive
- Understand the nature, scope and potential benefits of organizational change management
- Know how to use the key principles and methods of communication & organizational change management

4. Course Contents:

Part 1: ITIL 4 Foundation

- Key Concepts of Service Management
- The ITIL Guiding Principles
- The Four Dimensions of Service Management
- The Service Value System and Service Value Chain

Part 2: Create, Deliver and Support

- ITSM Professionalism
- Resource Planning and Management
- How to Create, Deliver and Support
- Prioritize and Manage Work

Part 3: Drive Stakeholder Value

- Customer Journey
- Foster Relationships
- Shape Demand and Dene Service Offerings
- Onboard and Offboard Customers and Users
- Realize and Validate Service Value

Part 4: High Velocity IT

- Introduction
- Key Concepts of High Velocity IT
- High Velocity IT Objectives
- High Velocity ITIL
- High Velocity IT Culture

Part 5: Direct, Plan and Improve

- Introduction
- Key Concepts of Direct, Plan and Improve
- Role of GRC and Integration into Service Value System
- Organizational Change Management

5. Our Methodology:

- Make coaching and monitoring innovative and using modern
- Media training also using on the go training by using interactive means and focusing on
- The exercises, practical applications and real situations study.
- Live delivery method, instructor-led training.
- Experienced consultant, trainers, and professional.
- Qualified trainer with high-level experience

6. Attendance Reports:

- Send daily attendance reports to trainingdep
- Send full attendance report to training dep. by the end of thecourse
- Attend 100 % from the course days also providedaily
- Issue attendance certificate for participant who attend minimum 80% from the course duration

7. Pre/Post Reports:

- Pre- assessment before starting training.
- Post assessment after finish training
- Full report for the deferent between Pre-& Post assessment

8. Who Should Attend?

- Practitioners with significant experience in IT service management
- Who wish to develop their knowledge and application skills for ITIL 4.
- IT development
- IT operations
- Individuals