



Moving forward in knowledge and training

IT Service Management Training Course Brochure



 01752 227330
 enquiries@skilltec.co.uk
 www.skilltec.co.uk



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IT Service Management Training Course Brochure.....	1
ITIL® V4 Foundation.....	2
ITIL® V4 Foundation Bridge.....	5
ITIL® V4 Create, Deliver and Support	7
ITIL® V4 Drive Stakeholder Value	10
ITIL® V4 High Velocity IT	13
ITIL® V4 Direct, Plan and Improve	16
ITIL® V4 Digital and IT Strategy	19
ITIL® V4 Managing Professional Transition.....	22

Course Code	ITL4F
Duration	3 days

Overview

The ITIL® V4 Foundation is the first course to be offered in the latest version of ITIL. The purpose of the Foundation course and qualification is to introduce students to the essential concepts associated with ITIL® V4 and prepare students to take the ITIL® V4 Foundation Certificate in IT Service Management.

The course will give students an understanding of the common language and key concepts of ITIL® V4. Furthermore, the qualification will enable students to progress onto more specialised ITIL® V4 courses and qualifications.

Audience

The target group for the ITIL® v4 Foundation Certificate in IT Service Management is:

- ▶ Individuals at the start of their journey in Service Management.
- ▶ ITSM Managers and aspiring ITSM Managers.
- ▶ Individuals working in other parts of IT (digital, product or development) with interface to the service delivery.
- ▶ Existing ITIL qualification holders wishing to update their knowledge.

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

By actively participating in this course, delegates will be able to:

- ▶ Understand the key concepts of service management.
 - ▶ Understand how the ITIL® guiding principles can help an organisation adopt and adapt service management.
 - ▶ Describe the nature, use and interaction of the seven guiding principles.
 - ▶ Understand the purpose and components of the ITIL® service value system.
 - ▶ Understand the activities of the service value chain and how they interconnect and describe the inputs, outputs and purpose of each value chain activity.
 - ▶ Recall the purpose of the ITIL® practices.
 - ▶
-

Pre-Requisites

Whilst this course has no specific pre-requisites, it is assumed that students will have a basic understanding of IT and IT concepts.

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

Key Concepts of Service Management

The ITIL® Guiding Principles:

- ▶ Focus on value.
- ▶ Start where you are.
- ▶ Progress iteratively with feedback.
- ▶ Collaborate and promote visibility.
- ▶ Think and work holistically.
- ▶ Keep it simple and practical.
- ▶ Optimise and automate.

The Purpose and Components of the ITIL® Service Value System

The Activities of the Service Value Chain and how they Interconnect.

Describe the inputs, outputs and purpose of each value chain activity:

- ▶ Plan
- ▶ Improve
- ▶ Engage
- ▶ Design and transition
- ▶ Obtain/build
- ▶ Delivery & Support

Recall the Purpose of the following ITIL® Practices:

- ▶ Information security management
- ▶ Relationship management
- ▶ Supplier management
- ▶ IT asset management
- ▶ Monitoring and event management
- ▶ Release management
- ▶ Service configuration management
- ▶ Deployment management
- ▶ Continual improvement
- ▶ Change control
- ▶ Incident management
- ▶ Problem management
- ▶ Service request management
- ▶ Service desk
- ▶ Service level management

The following ITIL® practices are covered in more detail:

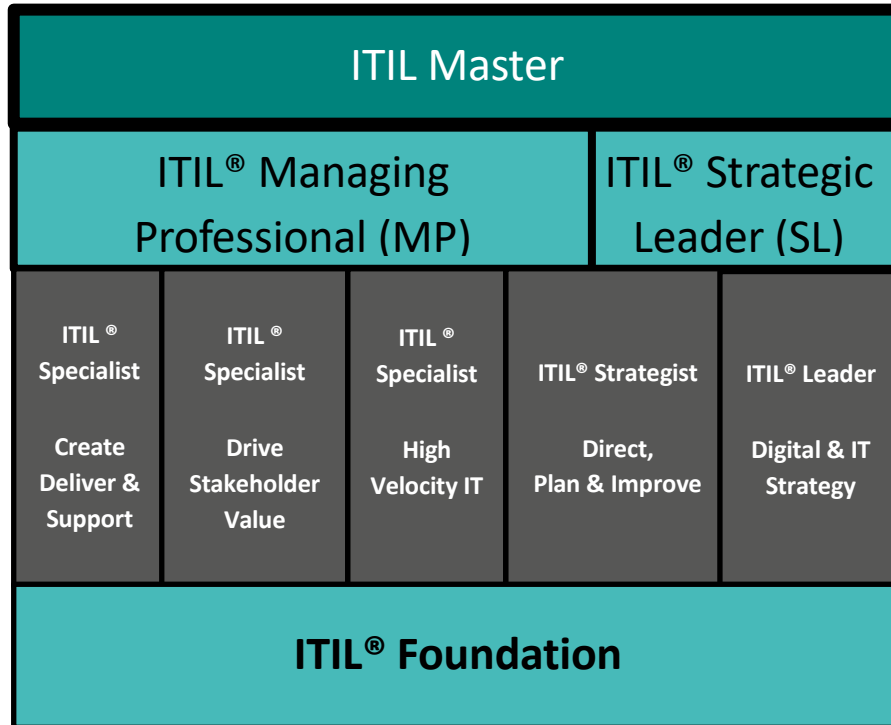
- ▶ Continual improvement
- ▶ Change control
- ▶ Incident management
- ▶ Problem management
- ▶ Service request management
- ▶ Service desk
- ▶ Service level management

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Exam Details

The course includes an hour long, formal examination. The one-hour exam takes the form of a closed book, multiple choice examination comprising of 40 questions. The pass score is 65% (26 out of 40)

ITIL® V4 Certification Path



Course Code ITL4FB
Duration 1 day

Overview

This course provides those IT leaders, practitioners and support staff who already hold the ITIL v3 foundation certificate with a quick and easy way to upgrade to the ITIL4 foundation. Students will get an understanding of the key concepts, common language, principles and practices that enables successful management of modern IT-enabled services. It also prepares delegates for the ITIL Foundation Certificate Examination. The course is based on the ITIL4 best practice service value system featured in the latest 2019 guidelines. The course is a blended solution with pre- course mandatory digital learning supplemented by a one-day classroom or virtual exam workshop session.

Audience

This course is solely for those who already hold the ITIL v3 Foundation Certificate to enable them to upskill to ITIL4 Foundation.

Learning Objectives

By actively participating in this course, delegates will be able to:

- ▶ Upgrade key IT Service Management Concepts
 - ▶ Learn how ITIL guiding principles can help an organisation to adapt and adopt service management
 - ▶ Learn the 4 dimensions of service management
 - ▶ Understand the purpose and components of the service value system
 - ▶ Understand the activities of the service value chain and how they interconnect
 - ▶ Know the purpose of key ITIL practices
 - ▶ Prepare for the exam
 - ▶
-

Pre-Requisites

Attendees should meet the following pre-requisites:

- ▶ ITIL v3 Foundation
- ▶ ITIL v3 Expert achieved via the v2/v3 Managers Bridge

Course Contents

- ▶ IT Service Management definitions: Service, Utility, Warranty, Customer, User, Service Management, Sponsor
- ▶ Key concepts of value creation
- ▶ Key concepts of service relationships: Service offering, service provision, service consumption, service relationship management
- ▶ The nature, use and interaction of 7 ITIL guiding principles
- ▶ The 4 dimensions of Service Management
- ▶ The ITIL service value system
- ▶ The service value chain, its inputs and outputs and it's role in supporting value streams
- ▶ Service value chain elements
- ▶ Detail of how the following ITIL practices support the service value chain:
 - Continual Improvement (including continual improvement model)
 - Change Control
 - Incident Management
 - Problem Management
 - Service Request Management
 - Service Desk
 - Service Level Management

- ▶ The purpose of the following ITIL practices
 - Relationship Management
 - Supplier Management
 - Service Configuration Management
 - IT Asset Management
 - Business Analysis
 - Deployment Management
 - Monitoring and Even Management
 - Release Management

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Exam Details

The “ITIL4 Foundation Certificate in IT Service Management” is a pre-requisite for other ITIL4 qualifications. The examination is a 1-hour, closed book, multiple choice paper of 40 questions taken on completion of the course or shortly afterwards. The pass mark is 65% (26 out of 40)

Cost of the exam is included in the course fee.

Course Code	ITL4CDS
Duration	3 days

Overview

- ▶ The ITIL4 Managing Professional (MP) stream provides practical knowledge about how to run successful IT and digitally enabled services, teams and workflows.
- ▶ The ITIL4 Create, Deliver and Support (CDS) qualification is intended 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.
- ▶ CDS is one of 4 specialist courses and qualifications that together will enable students to gain the designation of ITIL4 Managing Professional.
- ▶ It is the logical next step after ITIL4 Foundation for those wanting to make immediate tangible changes to their organization's working methods in service management. The module is less about technical aspects, and more on a practical and holistic approach to the creation and management of effective and streamlined services.

This is an instructor led classroom or virtual course that uses a combination of lectures, practical group discussions and exercises. Sample exams are provided to prepare students for the examination. The course includes a 90-minute, formal examination.

Audience

The target group of the ITIL4CDS course is:

- ▶ Individuals continuing their journey in Service Management.
- ▶ ITSM Managers and aspiring ITSM Managers.
- ▶ ITSM Practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

CDS helps professionals who are responsible for service delivery, including development, deployment, and monitoring and support. Assuring that services are delivered and supported according to agreed levels.

Its purpose is 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. Also, to provide the candidate with an understanding of service performance, service quality and improvement methods.

The course will help:

- ▶ Improve existing processes.
- ▶ Effectively manage IT teams.
- ▶ Optimize value streams and workflows.
- ▶ Align digital services with business strategy.
- ▶ Develop services to meet demand.
- ▶ Integrate new technologies.
- ▶ Embed Lean, Agile & DevOps ways of working.

Pre-Requisites

The candidate must have passed the ITIL4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module (the recommended duration for this training is 18 hours including the examination).

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

- ▶ Understand the concepts and challenges relating to the following across the service value system:
- ▶ Organizational structure
- ▶ Integrated/collaborative teams
- ▶ Team capabilities, culture, roles and competencies
- ▶ Working to a customer-orientated mindset
- ▶ Employee satisfaction management
- ▶ The value of positive communications
- ▶ Workforce Planning (Workforce and Talent Management practice)
- ▶ The Culture of Continual Improvement
- ▶ Managing Queues, Backlogs and Prioritizing Work
- ▶ Shift Left
- ▶ Service Integration & Management
- ▶ Sourcing Options
- ▶ Key activities for creating a Value Stream for a new service and for user support

And how practices contribute to Value Streams including:

- ▶ Service Design
- ▶ Change Enablement
- ▶ Software Development & Management
- ▶ Service Validation & Testing
- ▶ Release Management
- ▶ Deployment Management
- ▶ Service Desk
- ▶ Incident Management
- ▶ Problem Management
- ▶ Knowledge Management
- ▶ Service Level Management
- ▶ Monitoring & Event Management
- ▶ Workforce & Talent Management

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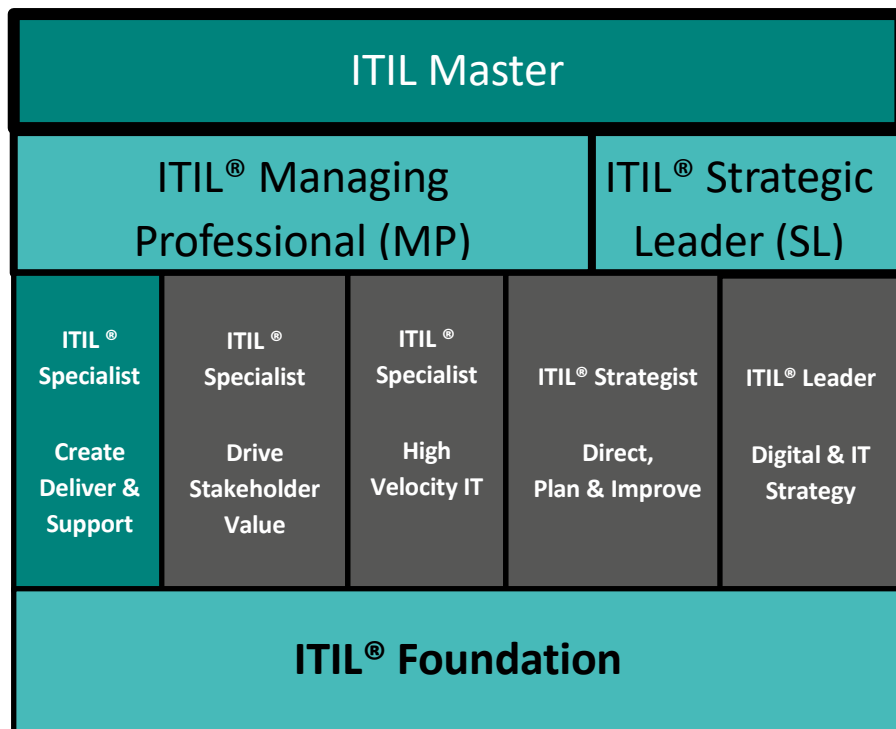
Exam Details

The purpose of the ITIL4 Create, Deliver and Support Examination is to assess whether the candidate can demonstrate sufficient understanding and application of ITIL4 to the creation, delivery and support of services, as described in the syllabus, to be awarded the ITIL4 Create, Deliver and Support qualification.

The ITIL4 Create, Deliver and Support qualification is one of the pre-requisites for the designation of ITIL 4 Managing Professional which assesses the candidate's practical and technical knowledge about how to run successful, modern, IT-enabled services, teams and workflows.

The exam takes the form of a closed book, multiple choice examination comprising 40 questions. The pass score is 70% (28 out of 40). Some students may be entitled to additional time – your instructor will give more details if required.

ITIL® V4 Certification Path



Course Code ITL4DSV
Duration 3 days

Overview

This course provides those IT leaders, practitioners and support staff who already hold the ITIL®V4 Foundation qualification 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.

The ITIL4 Managing Professional (MP) stream provides practical knowledge about how to run successful IT and digitally enabled services, teams and workflows.

The ITIL4 Drive Stakeholder Value (DSV) qualification is intended to provide the candidate with an understanding all types of engagement and interaction between a service provider and their customers, users, suppliers and partners. It focuses on the conversion of demand into value via IT-enabled services and focusses on the customer journey. It will provide candidates with the tools to increase stakeholder satisfaction by co-creating value which is integral to business success in the modern service economy.

DSV is one of 4 specialist courses and qualifications that together will enable students to gain the designation of ITIL 4 Managing Professional.

This is an instructor led classroom or virtual course that uses a combination of lectures, practical group discussions and exercises. Sample exams are provided to prepare students for the examination. The classroom-based course includes a 90-minute formal examination. On-line exams will be available for virtual courses.

Audience

The target group of the ITIL4DSV course is:

- ▶ Individuals continuing their journey in Service Management.
- ▶ ITSM Managers and aspiring ITSM Managers.
- ▶ ITSM Practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

This course will provide the candidate with an understanding of the following topics:

- ▶ Types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including journey mapping concepts.
- ▶ How to effectively manage stakeholders and target them with the right service offerings and value propositions.
- ▶ How to ensure that value co-creation is the goal for all value streams.
- ▶ Establishing consumers and producers as multi-dependent, ensuring that value is always mutually agreed, and requirements are prioritised.
- ▶ Keep customers front-of-mind and adopt a service mindset.

- ▶ Integrate Human Centred Design, Customer Experience (CX), User Experience (UX) design, and customer journey mapping to deliver services that delight.
 - ▶ Build trusted relationships with stakeholders and develop effective and timely communications.
-

Pre-Requisites

The candidate must have passed the ITIL4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module (the recommended duration for this training is 18 hours including the examination).

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

- ▶ Understand how customer journeys are designed.
- ▶ Know how to target markets and stakeholders.
- ▶ Know how to foster stakeholder relationships.
- ▶ Know how to shape demand and define service offerings.
- ▶ Know how to align expectations and agree details of services.
- ▶ Know how to onboard and offboard customers and users.
- ▶ Know how to act together to ensure continual value co-creation (service consumption and service provisioning).
- ▶ Know how to realise and validate service value.

And how practices contribute to Value Streams including:

- ▶ Relationship Management.
- ▶ Supplier Management.
- ▶ Business Analysis.
- ▶ Service level Management.
- ▶ Service Catalogue Management.
- ▶ Service Desk.
- ▶ Service Request Management.
- ▶ Portfolio Management.

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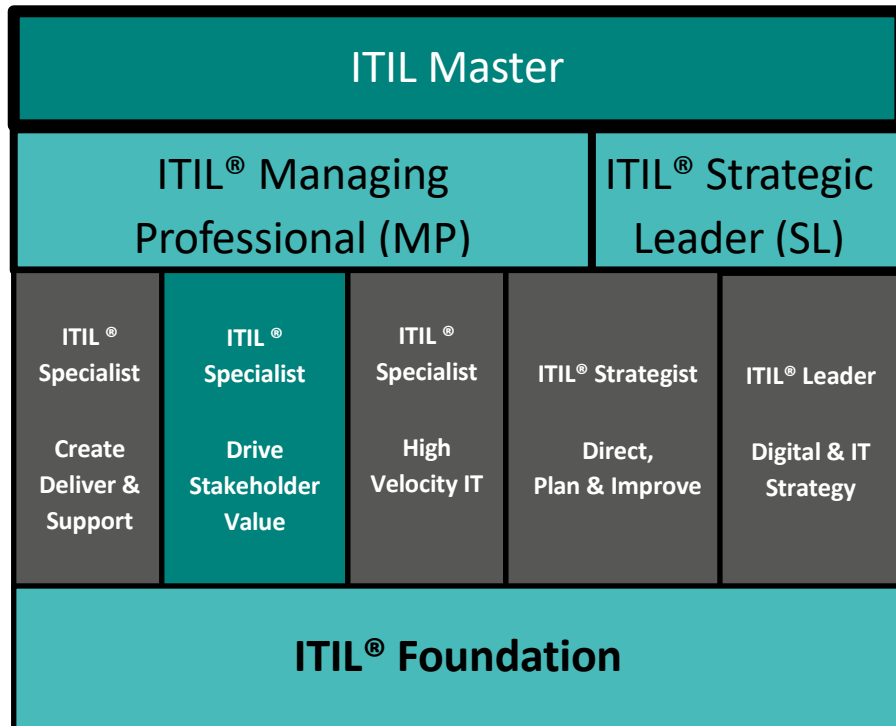
Exam Details

The purpose of the ITIL4 Deliver Stakeholder Value examination is to assess whether the candidate can demonstrate enough understanding and application of ITIL4 to delivering stakeholder value, as described in the syllabus, to be awarded the ITIL4 Deliver Stakeholder Value qualification.

The ITIL4 Deliver Stakeholder Value qualification is one of the pre-requisites for the designation of ITIL4 Managing Professional which assesses the candidate's practical and technical knowledge.

The exam takes the form of a closed book, multiple choice examination comprising 40 questions. The pass score is 70% (28 out of 40). Some students may be entitled to additional time – your instructor will give more details if required.

ITIL® V4 Certification Path



Course Code ITL4HVI
Duration 3 days

Overview

This course provides an understanding of the ways in which digital organizations and digital operating models function in high velocity environments, focussing on rapid delivery of products & services to obtain maximum value.

The ITIL4 Managing Professional (MP) stream provides practical knowledge about how to run successful IT and digitally enabled services, teams and workflows.

The ITIL4 High Velocity IT (HVIT) qualification explores the ways in which digital organizations and digital operating models function in high velocity environments. It will help aspiring organizations and practitioners to understand the difference between IT transformation and digital transformation and know where to make digital investment for significant business enablement. This module will enable traditional practitioners and organizations to update their skills and working methods for the digital era.

ITIL4 HVIT focusses on the characteristics of high velocity organizations and demonstrates how ITIL's operating model, principles and operational practices can be used for digital delivery, from optimization to radical transformation

HVIT is one of 4 specialist courses and qualifications that together will enable students to gain the designation of ITIL4 Managing Professional.

This is an instructor led classroom or virtual course that uses a combination of lectures, practical group discussions and exercises. Sample exams are provided to prepare students for the examination. The classroom-based course includes a 90-minute formal examination. On-line exams will be available for virtual courses.

Audience

The target group of the ITIL4HVI course is:

- ▶ Individuals continuing their journey in Service Management.
- ▶ ITSM Managers and aspiring ITSM Managers.
- ▶ ITSM Practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery.

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

The course will provide the candidates with details of the following topics:

- ▶ Understand the rapid nature of the digital enterprise and how to co-create resilient and valuable digital services at speed.
- ▶ Understand the benefits of a less centralized approach to IT service delivery.
- ▶ Utilize the latest digital technology to optimize end-user services and maximise investments.
- ▶ Balance working with complex, adaptive systems and flexible processes that can adapt to changing environments

- ▶ Demonstrate how to integrate the digital product lifecycle with ITIL's core operating model to meet and exceed business goals.
- ▶ Utilize new ways of working and approaches to enable small incremental steps and effectively work with new and complex systems.

Pre-Requisites

The candidate must have passed the ITIL4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module (the recommended duration for this training is 18 hours including the examination).

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

- ▶ Understand concepts regarding the high-velocity nature of the digital enterprise, including the demand it places on IT.
- ▶ Understand the digital products lifecycle in terms of the ITIL "operating model".
- ▶ Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT.
- ▶ Know how to contribute to achieving value with digital products.

Know how to use the principles, models and concepts:

- ▶ Ethics
- ▶ Safety Culture
- ▶ Lean Culture
- ▶ Toyota Kata
- ▶ Lean / Agile / resilient / continuous
- ▶ Service-dominant logic
- ▶ Design thinking
- ▶ Complexity thinking

The following practices are discussed on this course:

- ▶ Architecture management
- ▶ Availability management
- ▶ Business Analysis
- ▶ Capacity management
- ▶ Deployment management
- ▶ Information security management
- ▶ Infrastructure and platform management
- ▶ Monitoring and event management
- ▶ Portfolio management
- ▶ Problem management
- ▶ Relationship management
- ▶ Risk management
- ▶ Service continuity management
- ▶ Service design
- ▶ Service desk
- ▶ Service validation and testing
- ▶ Software development and management
- ▶ Relationship management

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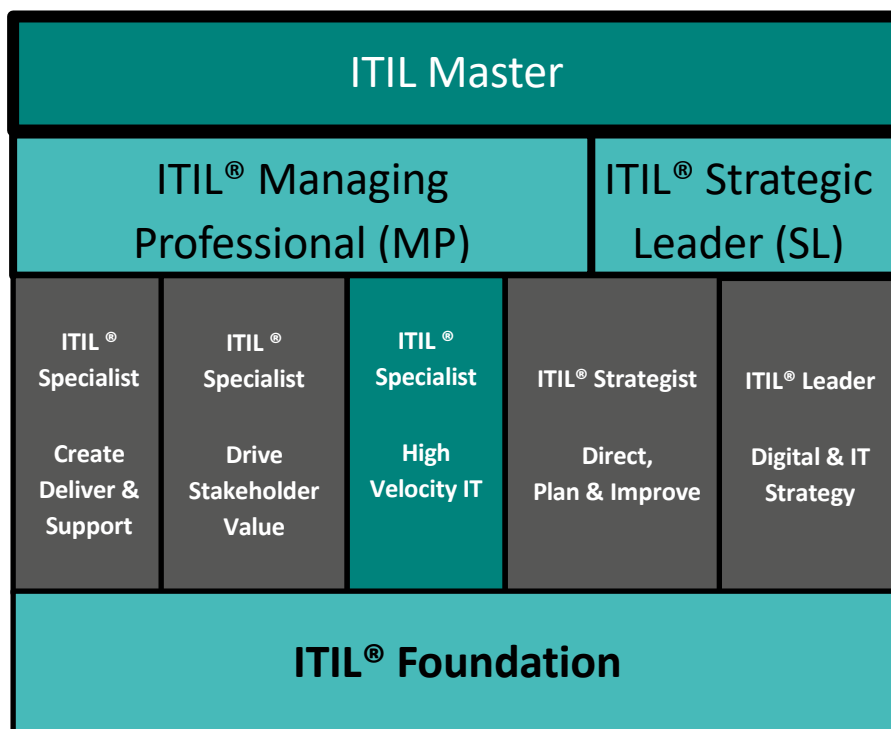
Exam Details

The purpose of the ITIL4 High Velocity IT examination is to assess whether the candidate can demonstrate enough understanding and application of ITIL4 of HVIT as described in the syllabus, to be awarded the ITIL 4 High Velocity IT qualification.

The HVIT IT qualification is one of the pre-requisites for the designation of ITIL4 Managing Professional which assesses the candidate's practical and technical knowledge.

The exam takes the form of a closed book, multiple choice examination comprising 40 questions. The pass score is 70% (28 out of 40). Some students may be entitled to additional time – your instructor will give more details if required.

ITIL® V4 Certification Path



Course Code	ITL4DPI
Duration	3 days

Overview

This course provides IT leaders, practitioners and support staff with the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction. It provides practitioners with a practical and strategic method for planning and delivering continual improvement with the necessary agility.

The ITIL 4 Managing Professional (MP) stream provides practical knowledge about how to run successful IT and digitally enabled services, teams and workflows.

The ITIL4 Direct Plan and Improve (DPI) qualification explores the ways in the ITIL4 Strategist Direct Plan and Improve module provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy, creating an evolving IT organization with a strong and effective strategic direction.

DPI demonstrates a clear alignment between strategy and operations and how to maximise outcomes. The module equips candidates with the skills to control, influence and inspire others to work in a desired way and create effective, high performing IT and digital teams. It is the universal module which will be a key component of both ITIL4 Managing Professional and ITIL4 Strategic Leader.

This is an instructor led classroom or virtual course that uses a combination of lectures, practical group discussions and exercises. Sample exams are provided to prepare students for the examination. The course includes a 90-minute, formal examination.

Audience

The target group of the ITIL4DPI course is:

- ▶ Individuals continuing their journey in Service Management
- ▶ ITSM Managers and aspiring ITSM Managers
- ▶ ITSM Practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

This course will provide the candidate with details of the following topics:

- ▶ Ensure tactical IT teams align their work effectively to meet business objectives.
- ▶ Break down silos by encouraging a holistic, systems-thinking approach to value co-creation.
- ▶ Adapt tools and techniques across the operating model with minimal disruption.
- ▶ Use the ITIL guiding principles, strong business cases, robust planning and effective controls when developing change management programs aligned to strategic vision.
- ▶ Create regular reporting cycles and utilize Lean, Agile and DevOps ways of working to eliminate waste and encourage feedback loops.
- ▶ Understand the importance of governance and compliance and help organisations remain resilient to digital disruption.

Pre-Requisites

The candidate must have passed the ITIL4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module (the recommended duration for this training is 18 hours including the examination).

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

- ▶ An understanding of the key concepts of Direct, Plan and Improve.
- ▶ 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.
- ▶ Understand the role of GRC and know how to integrate the principles and methods into the service value system
- ▶ Understand and know how to use the key principles and methods of continual improvement for all types of improvements.
- ▶ Understand and know how to use the key principles and methods of Organizational Change Management to direction, planning and improvement.
- ▶ Understand and know how to direct, plan and improve value streams and practices.

The following practices are also discussed on this course:

- ▶ Continual improvement
- ▶ Measurement and reporting
- ▶ Organizational change management
- ▶ Portfolio management
- ▶ Risk management
- ▶ Strategy management
- ▶

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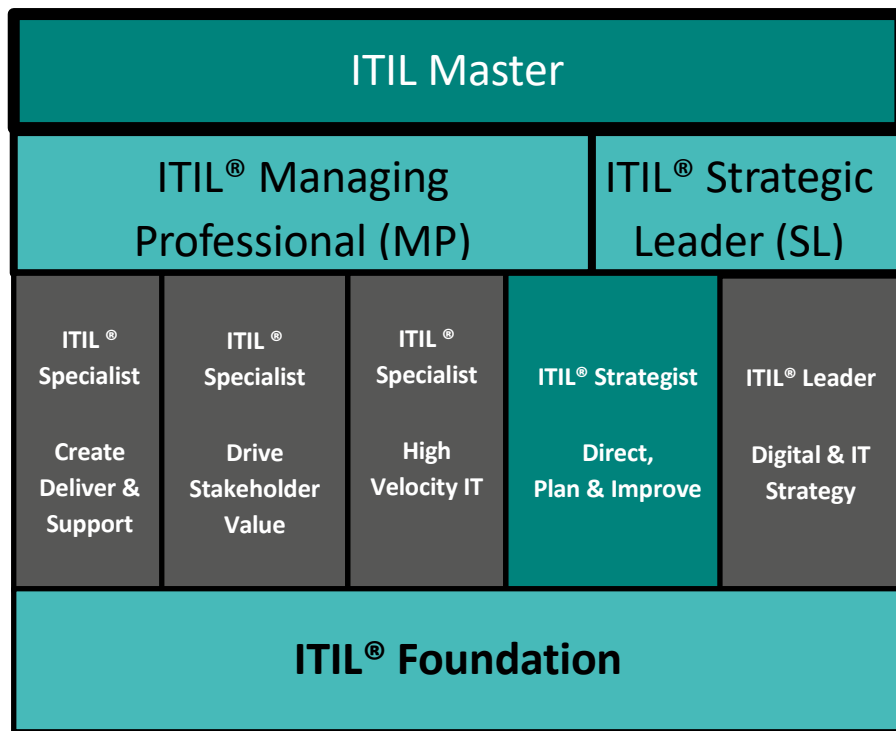
Exam Details

The purpose of the ITIL4 Direct Plan and Improve examination is to assess whether the candidate can demonstrate enough understanding and application of ITIL4DPI, as described in the syllabus, to be awarded the ITIL4DPI qualification.

The ITIL4DPI qualification is one of the pre-requisites for the designation of ITIL4 Managing Professional which assesses the candidate's practical and technical knowledge. It is also one of the pre-requisites for the designate of ITIL4 Strategic Leader

The exam takes the form of a closed book, multiple choice examination comprising 40 questions. The pass score is 70% (28 out of 40). Some students may be entitled to additional time – your instructor will give more details if required.

ITIL® V4 Certification Path



Course Code	ITLDIS
Duration	3 days

Overview

This course adds a new perspective to the ITIL®4 guidance and elevates the discussion around ITIL® concepts to an organisational strategy level. It is one of the levels that leads to the Strategic Leader designation.

This is an instructor led classroom or virtual course that uses a combination of lectures, practical group discussions and exercises. The exercises are based on a case study provided by the examining body. The classroom-based course includes a 60-minute formal examination. On-line exams will be available for virtual courses.

Audience

The target group of the ITIL4DIS course is:

- ▶ Individuals continuing their journey in Service Management
- ▶ ITSM Managers and aspiring ITSM Managers
- ▶ ITSM Practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery
- ▶ Anyone aspiring to achieve the strategic leaders designation

This may include but is not limited to IT Professionals, Business Managers and Business Process Owners.

Learning Objectives

This course will enable IT and Digital Leaders to influence and drive strategic business decisions by helping them to:

- ▶ Create an appropriate digital strategy aligned to the wider business goals.
- ▶ Understand how business and IT leaders are responding to digital disruption by reshaping corporate strategy, adapting processes and even repurposing entire business models.
- ▶ Explore the use of the ITIL®4 framework to support organisations on their digital transformational journey, addressing service management challenges and utilising new technology.

The module also covers how ITIL®4 can be integrated with emerging practices and new technologies to meet new internal and external challenges.

- ▶ Craft a digital vision.
- ▶ Create a cross-organisational digital strategy.
- ▶ Strategically manage risk.
- ▶ Drive organisational change.
- ▶ Survive and thrive in a VUCA (Volatility, Uncertainty, Complexity, and Ambiguity).
- ▶

Pre-Requisites

To take this module, candidates must have either:

- ▶ A certificate in the ITIL®4 Foundation examination or
- ▶ A certificate in the ITIL®4 Managing Professional Transition module.

And candidates must be able to demonstrate that they have a minimum of 3 years managerial experience. In addition, the candidate must have attended an accredited training course for this module (the recommended duration for this training is 18 hours including the examination).

Course Contents

Candidates can expect to gain comprehension and awareness in the following topics upon successful completion of the education and examination components related to this certification.

- ▶ Demonstrate the use of the ITIL® guiding principles in digital and IT strategy decisions and activities
- ▶ Changing the way of doing business in markets disrupted by digital and information technology and relate this to the concepts of strategy
- ▶ Relate the concepts of digital and IT strategy, the service value system and the service value chain and explain how they work together to create value in markets being transformed by digital IT
 - Including external analysis - PESTLE
- ▶ Understand how an organization uses digital and IT strategy to remain viable
 - Viability related to agile, resilient, and lean techniques
- ▶ Understand strategic approaches made possible by digital and information technology to achieve customer relevance and operational excellence, covering:
 - Financial policies
 - Portfolio optimization
 - Funding projects and balancing cost of innovation and operation
- ▶ Understand the risks and opportunities of digital and IT strategy
 - The concepts of innovation and developing a culture of innovation
- ▶ Understand the steps and techniques involved in defining and advocating for digital and IT strategy, including:
 - Performing a gap analysis
 - Communicating the vision and strategy
 - Making a business case
- ▶ Understand how to implement a digital strategy
 - Skills required to be a leader

Additionally, in relation to the topics listed above, the following practices are discussed briefly in this course:

- ▶ Architecture management
- ▶ Strategy Management
- ▶ Workforce and Talent Management
- ▶ Measurement and Reporting Management
- ▶ Risk Management
- ▶ Service Financial Management
- ▶ Portfolio Management

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Exam Details

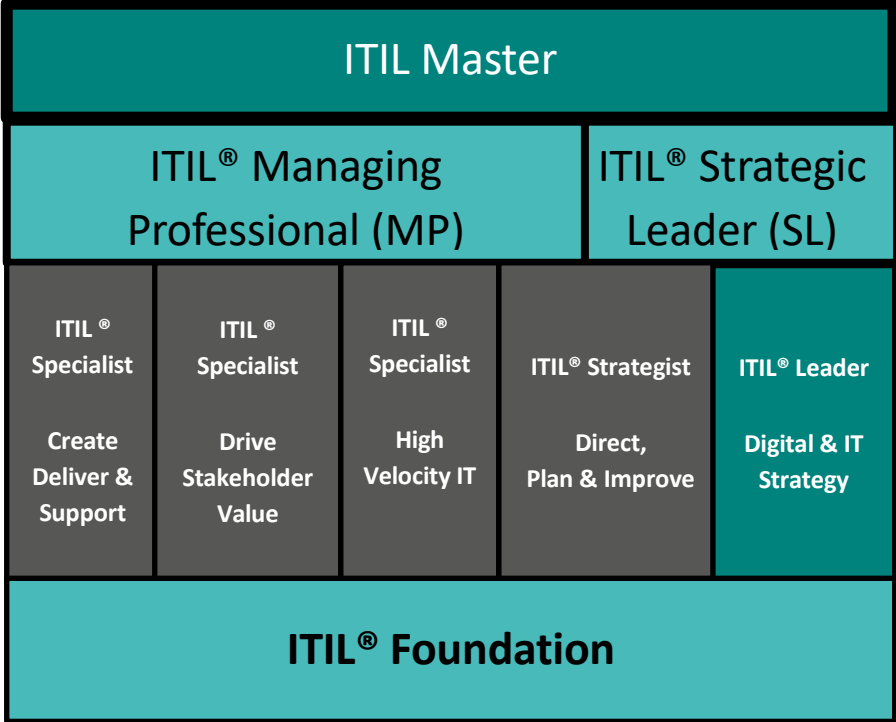
There are 2 elements to the DITS qualification:

An in-course open book assessment comprising four assignments. There are 40 marks available and a score of 30 or above is required to pass. These assignments are marked by the instructor.

All four assignments are based on a case study which describes three companies engaged in a service relationship. The choice of the company to base the assignment on can be chosen by the delegates. The exam takes the form of a closed book, multiple choice examination comprising 30 questions.

The pass score is 70% (21 out of 30). Some students may be entitled to additional time – your instructor will give more details if required.

ITIL® V4 Certification Path



Course Code	ITLMPT
Duration	5 days

Overview

The ITIL®V4 Managing Professional Transition course is designed to allow ITIL® Experts or ITIL®V3 candidates to easily transition across to ITIL®V4. They can gain the designation of ITIL®V4 Managing Professional via one course and one exam (normally 5 courses and exams).

The ITIL® v4 Managing Professional Transition course allows ITIL®V3 candidates to transition to ITIL®V4 while still acquiring the skills and knowledge needed to understand the core concepts of the updated guidance.

Audience

This Transition course recognises the candidates existing achievements and allows them to gain the up-to-date skills and knowledge needed to navigate the digital service economy. All individuals attending this course should have one of the pre-requisites listed.

Pre-Requisites

The pre-requisites for this course are:

- ▶ ITIL®V3 candidates who must have gained a minimum of 17 credits from the ITIL®V3 Foundation and Intermediate /Practitioner modules.
 - ▶ ITIL®V3 candidates who have attained the ITIL® Expert Certificate.
 - ▶ Individuals who have attained the ITIL®V4 Foundation certificate which can be accepted to replace the ITIL®V3 Foundation Certificate, plus 15 credits from the Intermediate/ Practitioner modules.
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Course Contents

ITIL® V4 Foundation

- ▶ The key concepts of service management.
- ▶ Service offering, service provision, service consumption and service relationship management.
- ▶ How the ITIL guiding principles can help an organisation adopt and adapt at Service Management.
- ▶ The four dimensions of Service Management.
- ▶ The purpose and components of the ITIL service value system.
- ▶ The activities of the service value chain and how they interconnect.
- ▶

ITIL® V4 Specialist: Create, Deliver and Support

- ▶ Understand how to plan and build a service value stream to create, deliver and support services.
- ▶ Know how relevant ITIL practices contribute to the creation, delivery and support across the SVS and Value streams.
- ▶ Know how to create, deliver and support services.

ITIL® V4 Specialist: Drive Stakeholder Value

- ▶ Understand how customer journeys are designed.
- ▶ Know how to foster stakeholder relationships.
- ▶ 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 realise and validate service value.

ITIL® V4 Specialist: High Velocity IT

- ▶ Understand 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'.
- ▶ Understand the importance of the ITIL Guiding Principles and other fundamental concepts for delivering high velocity IT.

ITIL® V4 Strategist: Direct Plan and Improve

- ▶ 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.
- ▶ Understand the role of GRC and how to integrate the principles and methods into the service value system.
- ▶ Understand and know how to use the key principles and methods of Organisational Change Management to directions, planning and improvements.

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Exam Details

This course includes a formal examination which takes the form of a closed book, multiple choice examination.

ITIL® V4 Certification Path

