

ITIL® 4 Managing Professional Elearning Pack

ITIL 4 Managing Professional Online Learning Pack

- Get certified at your own pace
 - 365 days online access
- Online proctor-based exams or paper-based exams in our training center in Brussels included
 - Fully accredited
- Study guides, quizzes, sample exam and more....
 - Tutor support
 - 24/7 helpdesk
- Training+Virtual Mentor session included

Détails

- Code : ITILMP-e

Public

- Acteurs des services informatiques
- Analysts
- Architectes
- Architectes de Système
- Architectes fonctionnels
- Architectes Solution et d'Enterprise
- Business Analysts
- Business managers
- Cadres et dirigeants
- Developers IT
- Responsable des processus de l'entreprise
- Responsables des processus
- Responsables informatiques
- System architects and IT administrators
- Systems engineers
- Toute personne en charge de l'amélioration de la performance des activités de service

Pré-requis

- Candidates to this program must hold the ITIL 4 Foundation certificate and must also have completed an accredited training course before taking any of the Specialist exams.

Objectifs

- ITIL 4 enables IT professionals to support their organization on their way to digital transformation.
- Gain the ITIL 4 Managing Professional designation by studying the 4 specialist modules of the ITIL4 MP stream.
- Get insight in the ITIL v4 practices featured in Create, Deliver and Support (CDS), Drive Stakeholder Value (DSV), High-velocity IT (HVIT) and Direct, Plan and Improve (DPI) core publications.
- Study anytime anywhere at your own pace and become an ITIL4 Managing Professional !
- If you only need one of the modules, they can be taken separately.

Programme

THIS PROGRAM INCLUDES 4 ONLINE COURSES & EXAMS

ITIL 4 Specialist: Create, Deliver and Support (CDS)

This is the ideal starting point after ITIL 4 Foundation and is perfect for those who manage the operation of IT-enabled &

digital products and services. ITIL CDS will help you to:

- Know how to plan and build a service value stream to create, deliver and support services
- Have insight in the benefits and challenges of service quality and a continual improvement culture

- Be prepared to take the ITIL 4 Specialist: Create, Deliver and Support exam

ITIL Specialist: Drive Stakeholder Value (DSV)

This course is ideal for anyone who wants to gain a firm grasp of the various types of interactions between a service provider and their customers, users, suppliers and partners.

- Become familiar with the concept of the customer journey and discover ways to design and improve customer journeys
- Learn how to describe customer needs considering the internal and external factors affecting these needs
- Understand key transition, onboarding and offboarding activities
- Be prepared to take the ITIL 4 Specialist: Drive Stakeholder Value exam

ITIL 4 Specialist: High-Velocity IT

The ITIL 4 Specialist High Velocity IT module explores the ways in which digital organizations and digital operating models function in high velocity environments. Completing this course will help you:

- Explain the key concepts, objectives and terminology of High-velocity IT
- Understand the need for High-velocity IT and the digital transformation in organization, and when it is desirable and feasible
- Understand ITIL's perspective for High-velocity IT operating models

ITIL 4 Strategist: Direct, Plan and Improve (DPI)

Modalités

- **Type d'action** :Acquisition des connaissances
- **Moyens de la formation** :Formation présentielle - 1 poste par stagiaire - 1 vidéo projecteur - Support de cours fourni à chaque stagiaire
- **Modalités pédagogiques** :Exposés - Cas pratiques - Synthèse
- **Validation** :Exercices de validation - Attestation de stages

This course provides the practical skills necessary to create a “learning and improving” IT organization, with a strong and effective strategic direction.

The ITIL® 4 Strategist: Direct, Plan, and Improve course is designed to provide ITSM professionals with a practical and strategic method for planning and delivering continual improvement with the necessary agility. It is aimed at managers of all levels involved in shaping direction and strategy or developing a continually improving team. It will cover both practical and strategic elements.

- Understand the key concepts of Direct, Plan and Improve
- Know the role and importance of governance, risk and compliance (GRC) in the service value system (SVS)
- Master the principles and procedures of continuous improvement for all types of improvement

Certification Exams

You will receive 4 online exam vouchers, one exam related to each course/certification. Exam vouchers are valid for one year.

- Exam format: closed book, 40 multiple choice questions
- Exam duration: 90 minutes + 25% extra time for non-native English speakers
- Exam delivery: online, webcam proctored, to be completed at your home or office at a time and date to suit you. Alternatively, you can come to our Training Centre in Luxembourg and do the exam paper-based.
- Exam pass mark: 70%

When you successfully pass these 4 exams, you will be entitled to the ITIL4 Managing Professional designation.