ITIL Managing Professional Transition (Version 5)

Duration: 6 days | The exam voucher is included in the training's price.

COURSE DESCRIPTION

The ITIL® 5 Managing Professional Transition course is designed to help IT and digital service professionals transition smoothly from ITIL® 4 Managing Professional certifications to the new ITIL® Version 5 framework. The course equips participants with the updated knowledge, practices and strategic capabilities required to manage modern IT-enabled services, digital products and enterprise-wide service relationships in increasingly complex business environments.

Building upon the established ITIL service management framework, this course introduces the enhanced concepts, governance approaches and operational models incorporated within ITIL Version 5. Participants will gain a comprehensive understanding of how Version 5 strengthens organisational agility, resilience, service value delivery and customer-centric operations while integrating emerging technologies and modern ways of working.

The course explores key areas including service strategy, stakeholder value, governance, digital operating models, service optimisation and continual improvement. Participants will also learn how ITIL Version 5 aligns with Agile, DevOps, Lean, AI-enabled operations and modern enterprise transformation initiatives.

By the end of the course, participants will understand how to apply ITIL Version 5 practices to improve operational efficiency, enhance service experiences, optimise value streams and support sustainable digital transformation initiatives across their organisations.

COURSE OBJECTIVE

- Gain updated expertise in the latest ITIL® Version 5 practices and concepts
- Strengthen your ability to manage modern IT and digital services effectively
- Improve alignment between IT services and business objectives
- Enhance organisational agility, resilience and customer experience
- Develop practical skills for optimising service value streams
- Improve governance, risk management and operational oversight
- Increase efficiency through continual improvement and automation practices
- Strengthen collaboration across IT, business and digital teams
- Support enterprise-wide digital transformation initiatives more effectively
- Position yourself as a modern service management professional with globally recognised credentials

COURSE OUTLINE

- Understand the key concepts, principles and terminology of ITIL® Version 5
- Explain the ITIL Service Value System (SVS), ITIL Guiding Principles and Four Dimensions of Service Management
- Understand the lifecycle management of digital products and digital services
- Apply ITIL value chain activities across the end-to-end product and service lifecycle, including:
    - Discover
    - Design

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  - Acquire
  - Build
  - Transition
  - Operate
  - Deliver
  - Support
- Understand how value streams, operating models and organisational structures support modern service management
- Identify critical success factors (CSFs), metrics and best practices for effective service and product management
- Understand how digital products and services create business value and customer outcomes
- Apply experience management principles to improve stakeholder satisfaction and service relationships
- Understand the ITIL Experience Model, including:
  - Functional interactions
  - Relational interactions
  - Experience journeys
  - Stakeholder trust and engagement
- Learn how to capture, assess and improve experience data using qualitative and quantitative techniques
- Understand service journeys and stakeholder journeys from both provider and consumer perspectives
- Apply continual improvement techniques to optimise digital experiences and service outcomes
- Understand how AI, automation and digital technologies support product, service and experience management
- Explain the relationship between AI governance, digital ethics and service management
- Understand how ITIL integrates with modern frameworks and methodologies including:
  - DevOps
  - PRINCE2
  - Agile practices
- Apply ITIL concepts to support organisational agility, resilience and digital transformation initiatives
- Prepare effectively for the ITIL® 5 Managing Professional Transition certification examinations

WHO SHOULD ATTEND

- Existing ITIL® 4 Managing Professional certified professionals
- IT Service Management Professionals
- IT Managers and Team Leaders
- Digital Transformation Professionals
- Service Delivery Managers
- Service Desk and Operations Managers
- Product and Platform Managers
- IT Consultants and Advisors
- Enterprise Architects and Solution Architects
- Professionals responsible for IT governance, risk and compliance
- Individuals seeking to transition to the latest ITIL® Version 5 framework

PREREQUISITES

Candidates must hold either the **ITIL® 4 Managing Professional, ITIL® 4 Master, ITIL v3 ® Expert or ITIL v3 ® Master** designation before taking the ITIL® (Version 5) Managing Professional Transition examinations.

CERTIFICATION

Candidates who attend the course will be eligible to sit the ITIL® (Version 5) Managing Professional Transition certification examinations. There are 2 examinations for this course that require a passing grade to achieve the ITIL® (Version 5) Managing Professional designation.

EXAMINATION

ITIL (Version 5) Transformation

- Exam duration: 90 minutes
- Exam format: 40 questions, multiple-choice, open book
- Question types: Multiple Choice Questions
- Passing score: 70%
- Delivery: Online, web-proctored

ITIL (Version 5) Managing Professional Transition – Product, Service Experience

- Exam duration: 120 minutes
- Exam format: 60 questions, multiple-choice, open book
- Question types: Multiple Choice Questions
- Passing score: 70%
- Delivery: Online, web-proctored

***Successful participants will be awarded the ITIL® (Version 5) Managing Professional Transition certification.*

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