

## ITIL® 4 Managing Professional (MP) («761MP»)

The 4 modules provide practical and technical knowledge to help you successfully manage your IT-supported services, teams and workflows. Obtain the ITIL® 4 Managing Professional (MP) certificate.

**Duration:** 12 days

**Price:** 12'500.–

**Course documents:** Official courseware (English) & official Axelos book (digital) incl. 4 exam vouchers

### Content

1. **ITIL® 4 Create, Deliver and Support** (3 days)
  - Creation, delivery and planning of a service value stream
  - ITIL® practices for creating, delivering and supporting a service
  - Coordination, prioritisation and structuring of activities
2. **ITIL® 4 Direct, Plan and Improve** (3 days)
  - Key terms and concepts
  - Main principles and methods
  - Continuous improvement
  - Organizational change management (OCM)
  - Measurement and reporting
  - Direction, planning and improvement of value streams and practices
3. **ITIL® 4 Drive Stakeholder Value** (3 days)
  - Customer journey
  - Markets and stakeholders
  - Stakeholder relationships
  - Service providers
  - Expectations and agreement of services
  - Entries and exits of customers and users
  - Continuous value creation (service consumption/provision)
4. **ITIL® 4 High Velocity IT** (3 days)
  - High-speed nature of the digital enterprise
  - Digital product life cycle in the sense of the ITIL®-«operating model»
  - Importance of the ITIL® guiding principles
  - Added value

### Key Learnings

- Understand how to apply ITIL® optimally under the new conditions of digital transformation
- Knowledge and understanding of the key concepts of ITIL® 4
- Practical and technical knowledge of how to successfully manage IT-supported services, teams and workflows

### Methodology & didactics

Already 2 to 4 weeks before each course the participants receive the official book and further preparation materials. The seminar requires additional time outside the classroom of at least 20 hours.

Each course consists of a three-day interactive training session consisting of presentations and group exercises, followed by the examination in the afternoon of the last day of the course. Please reserve the evenings during the training for repetitions and/or smaller homework assignments. The preparation and processing of the homework will contribute significantly to the exam success.

## Target audience

This course is designed for people who want to continue their path in service management, ITSM managers and prospective ITSM managers. Also ITSM practitioners who manage the operation of IT-enabled and digital products and services, and those responsible for end-to-end delivery.

## Requirements

The «ITIL® 4 Foundation Certificate» is a prerequisite for the course. The «ITIL® Foundation 2011» certificate is not sufficient. If you are not yet in possession of the certificate, attend the following course:

- [ITIL® 4 Foundation compact course \(«IT4»\)](#)

## Certification

You can book the exam in English or German. The courseware is in English and the official literature is in either English or German. In general, we recommend that you take the exam in the language of the official literature. When you register for the exam, you can choose the language of the exam and the language of the eBook.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** 40 multiple-choice exam questions, duration: 1.5 hours, pass rate: 70%, closed book

### «Take2» option:

This option allows you to retake the exam at a lower price if you do not pass. The retake exam takes place **online**. If required, you can book this option independently in your PeopleCert candidate profile before booking the exam. You have up to 6 months from the date of the first exam to prepare and take the retake exam.

On the way to becoming an ITIL® 4 Managing Professional you have to pass the 4 exams of the above mentioned modules.

If you would like to additionally obtain the «Certificate of Advanced Studies (CAS) Digital Service Management» with 15 ECTS points, attend the course [CAS Digital Service Management \(CASMP\)](#).

<https://www.peoplecert.org/en/terms-of-service-and-privacy-policy> – under this link you will find more information about the complaint management of our certification partner and your rights.

## Information session

- [ITIL® 4 Managing Professional & CAS](#)

## Additional information

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## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-](http://www.digicomp.ch/courses-service-)

