

## Matrix42 Marketplace Products

# ITIL 4 Managing Professional (MP) Transition

The 5-day training provides a holistic picture of the necessary knowledge and skills related to the new Service Value System (SVS) of ITIL 4. The training will be held in german.

## Description

### Learning Objectives

The 5-day training provides a holistic picture of the necessary knowledge and skills related to the new Service Value System (SVS) of ITIL 4. The contents of the training are:

- An overview of the most important differences between the five-level lifecycle IT service management model of ITIL v3 and its 26 processes and functions compared to the service value system model of ITIL 4 and its 34 practices.
- A Review of the SVS Model and its Components
- the service value chain, seven guiding principles, four business dimensions, governance, continuous improvement
- Insight into the 34 practices of ITIL 4
- Key concepts and content from the three ITIL 4 Specialist courses:
  - Create, Deliver & Support
  - Drive Stakeholder Value
  - High Velocity IT
- Contents from the ITIL Strategist Advanced Book and Course - Direct, Plan & Improve



'This ITIL 4 Managing Professional Transition training remains subject to accreditation

by PeopleCert' In cooperation with: Serview GmbH SERVIEW Workbook Principle®  
Training



# SERVIEW

CONSULTING.  
TRAINING.  
DIFFERENT!

## Target Audience

You are a certified ITIL Expert or hold at least 17 ITIL Credits according to the ITIL v3 / 2011 qualification scheme and would like to become a new ITIL 4 Managing Professional and obtain the official "ITIL 4 Managing Professional" certificate.

### Requirements

You have ITIL Expert status or at least 17 ITIL credits. If you have any questions regarding the requirements, please do not hesitate to contact us at +4969667788505.

### Agenda

Day 1 9.00 a.m. to 5:30 p.m. Training Day 2 9.00 a.m. to 5:30 p.m. Training Day 3 9.00 a.m. to 5:30 p.m. Training Day 4 9.00 a.m. to 5:30 p.m. Training Day 5 9.00 a.m. to 3:00 p.m. Training 3.30 a.m. to 5:30 p.m. Exam and evaluation

### Audit details

Duration: 90 minutes. You take the exam directly after the training. +25% more time (113 min) for candidates whose native language is not English. Questions: 40 multiple choice questions, each with 4 possible answers, of which only one is correct at a time  
More info: To pass the exam you must score 28 points (70%). The maximum score is 40 (100%). No tools are allowed. Examination languages: English Testing institute:

PEOPLECERT Examination fee: 340,00 € p.P. plus VAT. (separately bookable, not included in the price) Examination insurance: 79,00 € p.P. plus VAT. (separately bookable, not included in the price) You can order the examination at the same time, enter "with examination" in the message field or write to [training@matrix42.com](mailto:training@matrix42.com).

**Training Location**

SERVIEW GMBH Gartenstraße 23 61352 Bad Homburg

## Additional information

<b>Platform</b>	Service Management
<b>License metric</b>	One Time
<b>Manufacturer</b>	Matrix42 AG
<b>Contract type</b>	Service
<b>Product link</b>	<a href="https://marketplace.matrix42.com/product/itil-4-managing-professional-mp-transition/">https://marketplace.matrix42.com/product/itil-4-managing-professional-mp-transition/</a>