ITIL® 4 Managing Professional Pack eLearning

Formation en ligne | Accès 365 jours | 4 cours et examens "Specialist" | PeopleCert Membership Plus d'1 an

Obtenez la certification ITIL4 Managing Professional à votre rythme

• 4 modules Inclus : ITIL4 CDS - ITIL4 DSV - ITIL4 DPI - ITIL4 HVIT

• Accès en ligne pendant 365 jours

• 4 examens en ligne surveillés à distance, valables 1 an

• Guides officiels des modules au format eBook

• Matériel de formation officiel au format numérique

• Abonnement PeopleCert Plus d'un an (examens blancs en ligne, Take2 pour tous les examens, et bien plus encore)

• Assistance et support 24h/24 et 7j/7

Si vous souhaitez que nous vous livrions les examens et les modules d'apprentissage en quatre fois, veuillez l'indiquer dans la section « Commentaires » de votre réservation, en précisant les dates auxquelles vous souhaitez que nous vous les livrions (valable uniquement durant l'année de votre commande).

Important : ces modules elearning et les examens correspondants sont disponibles uniquement en anglais !

COURSE & LEARNING OBJECTIVES

ITIL4 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 !

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)

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

TARGET AUDIENCE

The ITIL 4 Managing Professional Online training & certification program is aimed at all practitioners with significant experience in IT service management and who wish to develop their knowledge and application skills for ITIL 4.

This unique set of courses and exams will allow you to learn at your own pace, whenever is best suitable for you.

PRE-REQUISITES

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.

This program is fully accredited by Peoplecert/Axelos.

Candidates without the Foundation have the option to include it in this Managing Professional Program. Please refer to our [ITIL4 Foundation e-Learning & Certification pack](#).

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.
- Exam pass mark: 70%

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

WHAT'S INCLUDED?

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