

ITIL® Managing Professional Transition (Version 5)

Overview

ITIL® Managing Professional Transition (Version 5) is a transition module designed for professionals who already hold either the ITIL 4 Managing Professional, ITIL 4 Master, ITIL v3 Expert, or ITIL v3 Master designation. It provides a fast-track route to upgrade to ITIL (Version 5) without completing each advanced module individually.

The course consolidates the key concepts from ITIL Product, ITIL Service, ITIL Experience, and ITIL Transformation into a single accelerated learning path leading to two certification exams.

Who Should Attend

- ITIL 4 Managing Professionals
- ITIL 4 Masters
- ITIL v3 Experts
- ITIL v3 Masters
- Experienced ITSM professionals upgrading to ITIL Version 5

Prerequisites

- Candidates must hold one of the following designations:
 - ITIL 4 Managing Professional
 - ITIL 4 Master
 - ITIL v3 Expert
 - ITIL v3 Master

Course Delivery Methods

- Classroom (In-Person)
- Live Online
- Private Team Training

Course Includes

- Accredited ITIL® Managing Professional Transition (Version 5) training
- Official course material
- Exam 1: ITIL Transformation (Version 5)
- Exam 2: ITIL Managing Professional Transition – Product, Service & Experience (Version 5)
- PeopleCert Plus Membership (where applicable)

Learning Outcomes

- Apply the ITIL Product & Service Lifecycle

- Apply ITIL Experience concepts
- Understand the ITIL Transformation Model
- Understand AI-enabled Digital Product & Service Management
- Prepare for both PeopleCert Transition examinations

5-Day Course Outline

Day 1

- Introduction to ITIL Version 5
- Digital Product & Service Management
- Product vs Service
- ITIL Value System
- Lifecycle Overview

Day 2

- Lifecycle Activities
- Discover, Design, Acquire, Build, Transition, Operate, Deliver & Support
- Roles, Metrics, Value Streams
- Car Rental Case Study

Day 3

- ITIL Experience
- Experience Governance
- AI & Digital Enablement
- AI Ethics
- Experience Scenarios

Day 4

- ITIL Transformation
- Governance, Positioning, Execution & Learning
- Execution Patterns
- Initiation Patterns
- Transformation Tools & Techniques

Day 5

- Framework Integration (PRINCE2, DevOps)
- Revision
- Practice Questions
- Exam Preparation
- Final Knowledge Check

Certification

- Successful completion requires passing two open-book exams:

- Exam 1: ITIL Transformation (Version 5) – 40 questions, 90 minutes, 70% pass mark.
- Exam 2: ITIL Managing Professional Transition – Product, Service & Experience (Version 5) – 60 questions, 120 minutes, 70% pass mark.