

# ITIL Certification Training: Managing Professional

5 days (35 hours)

## Overview

ITIL Managing Professional is an advanced certification track designed to structure IT service management, enhance value creation, and manage demanding digital environments. This training prepares you to master key practices, business collaboration, service quality, and continuous improvement from both operational and strategic perspectives.

Our ITIL Certification: Managing Professional training enables you to go beyond the fundamentals to understand how to design, deliver, and improve robust, value-centered IT services tailored to modern organizations.

You will learn to integrate the Service Value System, Service Value Chain, governance, user experience, and continuous improvement to better align services, teams, and business objectives.

The course also covers stakeholder management, high-velocity environments, decision-making mechanisms, and best practices for ensuring reliable, measurable, and scalable services.

Upon completion of the course, you will be able to structure a production-ready approach, optimize service performance, better manage change, and effectively prepare for the exam.

Like all our training courses, this one will introduce you to **the latest stable version** of the technology and its new features.

## Objectives

- Understand the overall architecture of the ITIL 4 framework and the structure of the Managing Professional track.
- Master the principles of value creation, service management, and alignment with business needs.
- Learn how to structure an approach to the delivery, support, and continuous optimization of IT services.
- Apply best practices in stakeholder management, innovation, and governance in complex contexts.
- Effectively prepare for certification through role-playing exercises and exam-focused workshops

## Target Audience

- IT Manager
- Service Delivery Manager
- IT Project Manager
- Product Manager
- ITSM Consultant

## Prerequisites

- Prior knowledge of ITIL 4 Foundation principles.
- Experience in IT service management, support, or operations.
- Familiarity with the concepts of governance, SLAs, and continuous improvement.
- Ability to read and interpret processes, metrics, and value streams.
- Professional experience in an IT or digital environment is recommended.

## Technical Prerequisites

- A recent computer with an up-to-date web browser and a stable workspace.
- A reliable Internet connection via Wi-Fi or Ethernet.
- A microphone and headset for remote sessions.
- A PDF reader for course materials and exercises.
- Depending on the training format, access to the collaborative tools used by the instructor.

## Curriculum for our ITIL Certification: Managing Professional course

[Day 1 - Morning]

### Foundations of the

### Certification Path

- Positioning of ITIL Managing Professional within the certification framework.
- Review of the principles of service management and value creation.
- Overview of the Service Value System and value streams.

- The relationship between practices, governance, and business outcomes.
- Common vocabulary for working with IT teams and stakeholders.
- Hands-on workshop: mapping business expectations, existing services, and major pain points.

## [Day 1 - Afternoon] Value

### Architecture

- Understanding the Service Value Chain and its key activities.
- Identify the inputs, outputs, and dependencies of a value stream.
- Linking strategy, design, transition, and operations.
- Distinguish between operational efficiency and perceived value.
- Build an end-to-end vision of a digital service.
- Hands-on workshop: modeling an end-to-end value stream based on a use case.

## [Day 2 – Morning] Design

### and Deliver

- Explore the principles of design, delivery, and support.
- Structure responsibilities around products and services.
- Manage priorities, expectations, and service commitments.
- Establish effective coordination mechanisms.
- Integrate quality, security, and compliance from the design phase onward.
- Hands-on workshop: Define the target organizational structure for a service, including roles, commitments, and checkpoints.

## [Day 2 - Afternoon]

### Operational Management

- Monitor performance using KPIs, SLAs, and quality metrics.
- Organize service reviews and management rituals.
- Analyze discrepancies between expected service and actual service delivered.
- Enhance operational reliability and service continuity.
- Implement a continuous improvement approach.
- Hands-on workshop: Build a management dashboard for a critical service.

## [Day 3 - Morning]

### Stakeholder Management

- Map out customers, users, suppliers, and partners.
- Tailor communication to expectations and levels of influence.

- Structure engagement around value and experience.
- Manage trade-offs between conflicting needs.
- Strengthen cooperation between business units, IT, and contractors.
- Hands-on workshop: Develop a stakeholder matrix and an associated engagement plan.

## [Day 3 - Afternoon]

### Experience and

### Relationships

- Understand the drivers of customer experience and user experience.
- Integrate the principles of human-centered design.
- Measure the quality of the service relationship and trust.
- Align the promise, the customer journey, and actual delivery.
- Turn user feedback into actionable decisions.
- Hands-on workshop: Analyze a service journey and identify priority friction points.

## [Day 4 - Morning]

### High Velocity and Automation

- Understanding high-velocity IT environments.
- Accelerate delivery cycles without compromising risk management.
- Leverage automation, continuous integration, and rapid feedback loops.
- Balancing speed, stability, and observability.
- Adapt governance to environments with a high frequency of change.
- Hands-on workshop: Designing a delivery pipeline tailored to a high-velocity service.

## [Day 4 - Afternoon]

### Transformation and Improvement

- Structure a continuous improvement process.
- Prioritize projects based on value, effort, and risk.
- Drive transformation with measurable objectives.
- Define governance and change management mechanisms.
- Embed best practices for the long term.
- Hands-on workshop: Develop a 90-day continuous improvement roadmap.

## [Day 5 - Morning]

### Review and Consolidation

- Review the key concepts of the Managing Professional track.
- Clarify the concepts most critical to the exam.

- Identify common pitfalls in reading the exam questions and recurring phrasing.
- Reinforce the connections between theory, practice, and real-world applications.
- Strengthen your methods for answering certification questions.
- Hands-on workshop: Take a practice quiz with commentary and group review.

## [Day 5 – Afternoon] Certification

### Preparation

- Simulate exam conditions using an effective answering strategy.
- Review key concepts that are likely to appear on the exam.
- Adopt a time-management strategy for the exam.
- Assess understanding through cross-disciplinary case studies and role-playing exercises.
- Finalize a personal study plan for after the training.
- Hands-on workshop: Take a mock exam and analyze the expected answers.

### Target Audience

This training is intended for both individuals and companies—large or small—that wish to train their teams in new, advanced IT technologies or to acquire specific professional knowledge or modern methods.

### Entry-Level Assessment

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

### Teaching Methods

Hands-On Training: 60% hands-on, 40% theory. Training materials distributed in digital format to all participants.

### Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

### Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

### Certification

A certificate will be issued to each trainee who has completed the entire training program.