training code: ZP-ITIL5-MPTen / ENG DL 5d / EN

ITIL® Managing Professional Transition (Version 5) - accredited training with exam

ITIL® Managing Professional Transition (Version 5) is a transition module designed for candidates who hold the ITIL® 4 Managing Professional or ITIL® v3 Expert certification, enabling them to fast-track their transition to the ITIL® Managing Professional (Version 5) pathway. The training structures and expands knowledge of product management, service management, digital experience and organizational transformation in line with the latest ITIL® approach. It is intended for experienced ITSM professionals, service owners, product managers and consultants supporting organizational transformation. After completing the training, participants will be prepared for the exams leading to the ITIL® Managing Professional (Version 5) certification.

Training recipients

- Service owners, support managers, and process managers
- Incident, problem, and change management specialists
- Product owners, product managers, and platform managers
- Business analysts involved in delivering digital products and services
- Enterprise architects, solution designers, and service designers
- Consultants supporting organizations in transformation initiatives

Benefits

- Use the accelerated transition pathway to ITIL® (Version 5) – structure the knowledge required for experienced ITIL® professionals to achieve the ITIL® Managing Professional qualification
- Combine the concepts of ITIL® Product, ITIL® Service, ITIL® Experience and ITIL® Transformation – gain a coherent perspective on managing products, services, experience and transformation
- Understand digital product and service management – learn about the activities carried out throughout the product and service lifecycle in accordance with the ITIL® approach
- Use the ITIL® value chain – analyze activities, outcomes, success factors and metrics to assess the effectiveness of value delivery more efficiently
- Consider stakeholder experience – use the perspectives of users, organizations and relationships when designing and improving products and services
- Explore the use of AI in the context of ITIL® – understand the links between ITIL®, DevOps and PRINCE2® to integrate different approaches more effectively within the organization
- Structure the knowledge required for the exams – prepare for the two exams included in the ITIL® Managing Professional Transition (Version 5) pathway

Training program

1. Key ITIL® terms and definitions
   - Key ITIL® concepts
   - Introduction to digital products and services
   - Activities related to the ITIL® product and service lifecycle
   - Key experience concepts
2. Activities related to the ITIL® value chain
   - Key concepts and practices
   - Delivery stages and outcomes
   - Success factors and metrics
   - End-to-end lifecycle management
3. ITIL® Experience
   - Experience and the four dimensions of ITIL®
   - Experience within the ITIL® product and service lifecycle
   - Key concepts of experience capture
   - Experience evidence
   - Relationships, agreements, and service delivery journeys
   - Organizations
   - Stakeholders
   - Digital experience improvement

4. ITIL® and AI
   - AI governance
   - Using AI within the ITIL® context
5. ITIL® and other frameworks
   - ITIL® and DevOps
   - ITIL® and PRINCE2®

Expected preparation of the participant

- ITIL® 4 Managing Professional or ITIL® v3 Expert certification, required to take the exam
- Experience in IT service management or in managing digital products and services
- Basic knowledge of ITIL® terminology and familiarity with working in an IT service environment

Training Includes

- Accredited ITIL® Managing Professional Transition (Version 5) training materials
- Vouchers for the following certification exams:
  - ITIL® Transformation (Version 5)
  - ITIL® Managing Professional Transition – Product, Service, Experience (Version 5)
- Accredited online manuals: ITIL® Product, ITIL® Service, ITIL® Experience and ITIL® Transformation (Version 5)

Additional options:

- Take2 re-sit exam: PLN 200 per exam (Note: available only before training via Altkom Akademia)

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert’s applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Examination: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

5 days / 35 hours

Examination description

To obtain the certification, candidates must pass two exams, which can be scheduled separately and taken in any order.

1. **ITIL® Transformation (Version 5)**
   - Duration: 90 minutes (113 minutes for candidates taking the exam in a language other than their native language)
   - Multiple-choice test: 40 questions
   - Passing score: 70% (28/40)
   - Open-book exam
   - Candidates may use the official ITIL® Transformation Version 5 manual
   - Questions are based on a project scenario
   - Exam language: English
2. **ITIL® Managing Professional Transition – Product, Service, Experience (Version 5)**
   - Duration: 120 minutes (150 minutes for candidates taking the exam in a language other than their native language)
   - Multiple-choice test: 60 questions
   - Passing score: 70% (42/60)
   - Open-book exam
   - Candidates may use the official ITIL® Managing Professional Transition Version 5 manuals: ITIL® Product,

ITIL® Service and ITIL® Experience

- Questions are based on a project scenario
- Exam language: English