ITIL® (Version 5) Managing Professional Transition Certification Training

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL Managing Professional Transition (Version 5)
Related Exam:	ITIL-5-MPT

Course Overview

ITIL® Managing Professional Transition (Version 5) is a transition module designed for candidates who hold either the ITIL 4 Managing Professional or ITIL v3 Expert designation, providing a fast-track route to transition to ITIL (Version 5). It consolidates key concepts from ITIL (Version 5) modules including ITIL Product, ITIL Service, ITIL Experience, and ITIL Transformation. Add the PeopleCert Membership+ to your course and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

About This Course

ITIL® Managing Professional Transition (Version 5) is a transition module designed for candidates who hold either the ITIL 4 Managing Professional or ITIL v3 Expert designation, providing a fast-track route to transition to ITIL (Version 5). It consolidates key concepts from ITIL (Version 5) modules including ITIL Product, ITIL Service, ITIL Experience, and ITIL Transformation. Add the PeopleCert Membership+ to your course and receive these additional benefits: 1-year PeopleCert membership + Subscription 1 Free Exam Retake

Who Should Attend

ITIL® Managing Professional Transition – Product, Service, Experience (Version 5) is a transition module designed for candidates who hold either the ITIL 4 Managing Professional or ITIL v3 Expert designation. It provides a fast-track route for experienced ITIL professionals to transition to ITIL (Version 5) without completing all modules individually. ITIL Managing Professional Transition – Product, Service, Experience (Version 5) consolidates key concepts from the following ITIL (Version 5) modules:

- ITIL Product (Version 5): provides guidance for organizations involved in the creation and continual improvement of digital products across the digital product and service lifecycle.
- ITIL Service (Version 5): explores how organizations design, build, deliver, support, and continually improve services to create value for stakeholders.
- ITIL Experience (Version 5): integrates human experience into the design and delivery of digital products and services. It recognizes that functional success alone is not enough; how services are perceived, trusted, and engaged with directly influences the value they create.

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL Managing Professional Transition – Product, Service, Experience (Version 5) examination is intended to assess whether candidates can demonstrate sufficient understanding and application of the ITIL key concepts to be awarded the ITIL Managing Professional Transition (Version 5) qualification.To be eligible to sit this exam you must be one of the following to take MPT: ITIL 4 Managing Professionals, ITIL 4 Masters, ITIL v3 Experts, and ITIL v3 Master.To be awarded the ITIL Managing Professional (Version 5) designation, candidates need to successfully pass 2 exams.

- ITIL® Transformation (Version 5) exam. This exam is 90 minutes, 40 marks, open book
- The ITIL Managing Professional Transition – Product, Service, Experience (Version 5) exam. The examination is open book, 120 minutes in length, and requires 42 correct marks out of 60 to pass.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Explain and apply the ITIL Product and Service Lifecycle model and lifecycle management activities Interpret and improve digital service experience using ITIL Experience concepts (experience capture, measurement, governance, and improvement) Understand ITIL Transformation guidance for changing how work is performed while balancing governance, execution, and learning

Detailed Course Outline

Module 1: Introduction to ITIL Product, Service, and Experience

- Evolution of ITIL: from IT Service Management to Digital Product and Service Management
- Digital products vs. digital services: definitions, relationships, and value creation
- Service offerings and how value is realized through outcomes, not outputs
- Value, costs, risks, and value co-creation
- ITIL Guiding Principles and the ITIL Value System
- Introduction to the ITIL Product and Service Lifecycle Model

Module 2: The ITIL Product and Service Lifecycle – Core Activities

- Lifecycle management as non-linear, context-driven activities
- Product vendor vs. service provider perspectives
- Lifecycle integration, value streams, and operating models
- Roles, responsibilities, and service relationships
- Service journey and experience touchpoints

Module 3: Lifecycle Activities in Practice

- Purpose and key concepts
- Typical inputs, outputs, roles, and success factors
- Metrics and practical recommendations
- Product perspective vs. service perspective
- Scenario application using ITIL Car Rental

Module 4: ITIL Experience

- Experience as a driver of value (trust, perception, engagement)
- Experience signals, journeys, and moments that matter
- Balancing performance, cost, reliability, and human outcomes
- Experience of governance and continual improvement
- Applying experience thinking across the lifecycle

Module 5: ITIL Transformation

- Transformation vs. continual improvement
- Governance, positioning, execution, and learning
- Managing uncertainty, complexity, and risk
- Aligning people, processes, and technology
- Transformation scenarios using ITIL Car Rental

Module 6: ITIL, AI, and Digital Enablement

- AI as an actor in digital products and services
- Automation, decision support, and augmentation
- Ethical considerations and governance
- Impact of AI across lifecycle activities and experience

Module 7: ITIL, and Other Frameworks

- Integration with PRINCE2® and DevOps Institute®
- Aligning delivery, operations, and transformation
- Avoiding framework silos
- Practical coexistence models

□□ Certification Path

ITIL Managing Professional Transition (Version 5)

Exam: ITIL-5-MPT

Frequently Asked Questions

Q: What delivery options are available for ITIL® (Version 5) Managing Professional Transition Certification Training?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® (Version 5) Managing Professional Transition Certification Training course helps prepare you for the ITIL Managing Professional Transition (Version 5) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-5-MPT official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 5-day ITIL® (Version 5) Managing Professional Transition Certification Training course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® (Version 5) Managing Professional Transition Certification Training training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® (Version 5) Managing Professional Transition Certification Training?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® (Version 5) Managing Professional Transition Certification Training. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® (Version 5) Managing Professional Transition Certification Training?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® (Version 5) Managing Professional Transition Certification Training training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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