



ITIL® MANAGING PROFESSIONAL (MP) MASTER'S PROGRAM



ACUMEN ENVISION
THE TRANSFORMATION SPECIALISTS

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About the Course

This ITIL® Managing Professional (MP) Master's Program provides you comprehensive training on key concepts of service management and technical management. In this training, you will learn how to run

successful IT-enabled products, services, and teams.



Key Features



Access to all ITIL 4 MP higher-level courses



Exam vouchers are provided for all ITIL MP higher-level courses



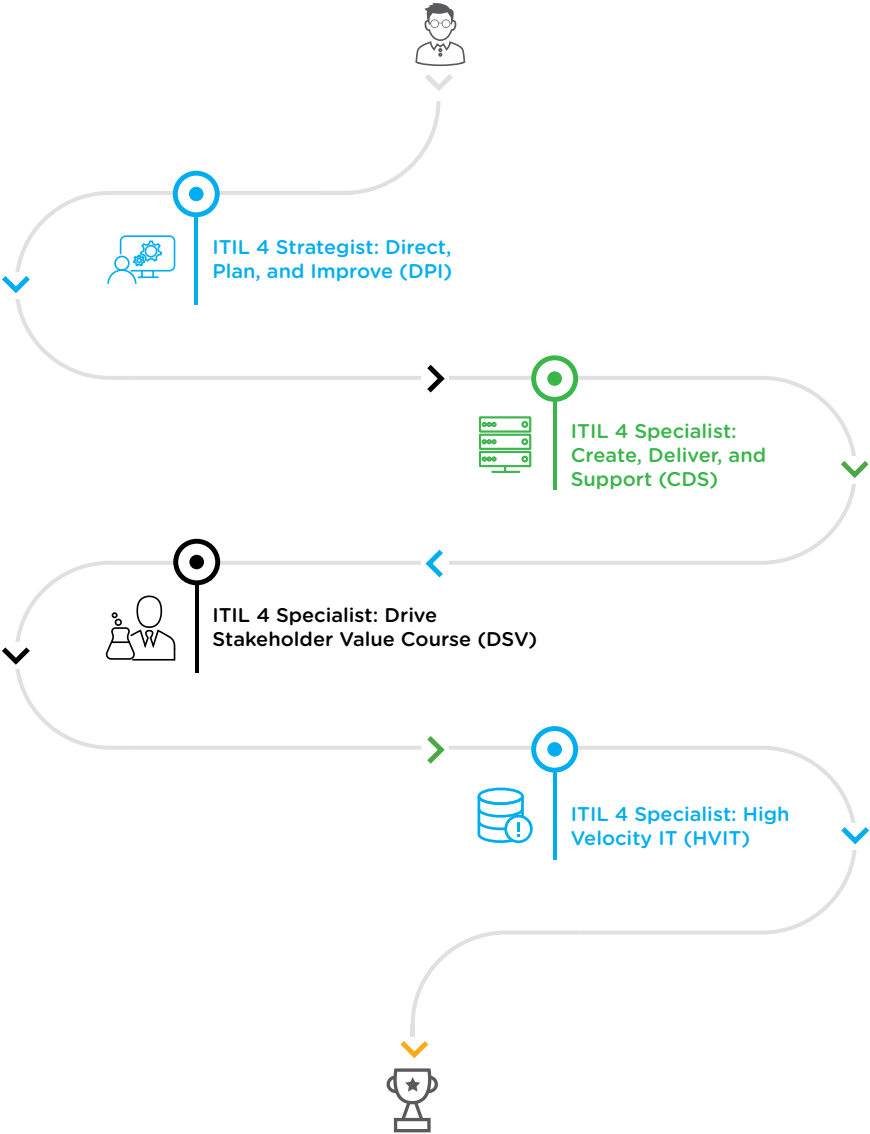
Get certified as an ITIL 4 Specialist and Strategist



Annual average salary globally:
£96,000-129,000



Learning Path - ITIL Managing Professional (MP)



ITIL Managing Professional (MP) Master's Program Outcomes



Understand the ITIL 4 framework, core concepts, and terminologies of ITIL service lifecycle



Gain a mastery of service management, including generic concepts, key principles, and ITIL 4



Know how ITIL principles can help an individual to understand and apply service management in their organization
Learn how Kafka is used in the real world, including its architecture and components, get hands-on experience connecting Kafka to Spark, and work with Kafka Connect



Understand how to use ITIL tools and techniques in order to improve efficiency and the customer experience



Become proficient with the
Understand how to integrate activities and value streams to deliver IT-enabled services



Who Should Enroll in this Program?

This course is ideal for candidates in IT management and service management roles and individuals who want to achieve the ITIL Managing Professional (MP) designation, including:

- ✓ Project managers
- ✓ Vendor managers
- ✓ Account managers
- ✓ IT service managers and IT architects
- ✓ Service delivery managers
- ✓ System administrators and analysts
- ✓ Operations managers and database administrators
- ✓ Process owners and practitioners
- ✓ Service delivery professionals and quality analysts
- ✓ CIOs, CTOs, and IT directors

ITIL 4 Strategist: Direct, Plan, and Improve (DPI)

In this course, you will learn the practical skills needed to create a “learning and improving” IT organization with a reliable and effective strategic direction. This ITIL 4 Strategist training will help you understand the impact of agile and lean work processes and how they can be leveraged to an organization’s advantage.

Key Learning Objectives

- ✔ Learn how to use practical, strategic methods to plan and deliver continual improvement with the necessary agility
- ✔ Understand how to use methods and principles of continual improvement and measurement for direction and planning

Course curriculum

- ✔ Lesson 1 - Course Introduction
- ✔ Lesson 2 - Key Concepts of DPI
- ✔ Lesson 3 - Key Principles and Methods of Direction and Planning
- ✔ Lesson 4 - Governance, Risk, and Compliance
- ✔ Lesson 5 - Continual Improvement
- ✔ Lesson 6 - Communication and Organizational Change Management
- ✔ Lesson 7 - Measurement and Reporting
- ✔ Lesson 8 - Value Streams and Practices

ITIL 4 Specialist: Create, Deliver, and Support (CDS)

Learn how to create, deliver, and support IT-enabled products and services with this ITIL 4 CDS Specialist certification course. This ITIL 4 specialist training will help you understand service performance, service quality, and improvement, including relevant methods and tools.

Key Learning Objectives

- ✔ Learn to plan and build value streams for creation, delivery, and support of services
- ✔ Understand the contribution of ITIL practices to create, deliver, and support across the service value stream
- ✔ Gain knowledge of how to create, deliver, and support the services

Course curriculum

- ✔ Lesson 1 - Course Introduction
- ✔ Lesson 2 - Service Value System to Create, Deliver, and Support Services
- ✔ Lesson 3 - Value Streams to Create, Deliver, and Support
- ✔ Lesson 4 - Create, Deliver, and Support Services

ITIL 4 Specialist: Drive Stakeholder Value Course (DSV)

This ITIL 4 Specialist: Drive Stakeholder Value training covers the engagement and interactions between service providers and customers, users, suppliers, and partners, including key CX, UX, and journey mapping concepts. Learn the skills needed to create a “learning and improving” IT organization.

Key Learning Objectives

- ✓ Understand how customer journeys are designed and improved
- ✓ Analyze markets and customer needs and foster stakeholder relationships
- ✓ Understand how to create a plan for onboarding and offboarding customers and users
- ✓ Understand how to shape and convert demand into value through IT-enabled services

Course curriculum

- ✓ Lesson 1 - Course Introduction
- ✓ Lesson 2 - Understand How Customer Journeys are Designed
- ✓ Lesson 3 - Know How to Target Markets and Stakeholders
- ✓ Lesson 4 - Know How to Foster Stakeholder Relationships
- ✓ Lesson 5 - Know How to Shape Demand and Define Service Offerings
- ✓ Lesson 6 - Know How to Align Expectations and Agree Details of Services
- ✓ Lesson 7 - Know How to Onboard and Offboard Customers and Users
- ✓ Lesson 8 - Know How to Act Together to Ensure Continual Value Co-creation (Service Consumption / Provisioning)
- ✓ Lesson 9 - Know How to Realize and Validate Service Value

ITIL 4 Specialist: High Velocity IT (HVIT)

This ITIL 4 Specialist: High Velocity IT (HVIT) course will help you understand how the digital enterprises and operating models focus on rapid delivery of their products and services while performing in high velocity environments to gain the maximum value.

Key Learning Objectives

- ✔ Understand how digital enterprises perform in high-velocity environments
- ✔ Obtain a fair understanding of ITIL guiding principles
- ✔ Understand the digital product life cycle in terms of the ITIL “operating model”
- ✔ Learn how to achieve maximum value with digital products

Course curriculum

- ✔ Lesson 1 - Understand Concepts Regarding the High-Velocity Nature of the Digital Enterprise, Including the Demand it Places on IT
- ✔ Lesson 2 - Understand the Digital Product Lifecycle in Terms of the ITIL “Operating Model”
- ✔ Lesson 3 - Understand the Importance of the ITIL Guiding Principles and Other Fundamental Concepts for Delivering High-Velocity IT
- ✔ Lesson 4 - Know How to Contribute to Achieving Value with Digital Products



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We consult We develop >

We deliver first class Results >