



# **ITIL® 4 Managing Professional Transition Module Training Syllabus**

## **Chapter 1 - Introduction**

Topic 1 - Course Overview

Topic 2 – ITIL Exam Format

## **Chapter 2 - ITIL 4 Foundation**

Topic 1 - Key concepts of service management

Topic 2 - ITIL guiding principles

Topic 3 - Four dimensions of service management

Topic 4 - Purpose and components of the ITIL service value system

Topic 5 - Service value chain

## **Chapter 3 - Create, Deliver and Support**

Topic 1 - Planning and building service value stream to create, deliver, and support services

Topic 2 - ITIL practices contribution

Topic 3 – Learn how to create, deliver and support services

## **Chapter 4 - Drive Stakeholder Value**

Topic 1 - Understand how customer journeys are designed

Topic 2 - Fostering stakeholder relationship

Topic 3 - Demand and service offerings

Topic 4 - Onboarding and offboarding of customers and users

Topic 5 - Continual value co-creation

## **Chapter 5 - High-Velocity IT**

Topic 1 - High-velocity nature of the digital enterprise, including the demand it places on IT

Topic 2 - Digital product lifecycle

Topic 3 - Learn how to create, deliver and support services

## **Chapter 6 - Direct, Plan, and Improve**

Topic 1 – Scope, key principles and methods of direction and planning

Topic 2 - Role of GRC, integration of principles and methods in service value system

Topic 3 - Key principles and methods of Communication and Organizational Change Management

For more information visit: [www.sprintzeal.com](http://www.sprintzeal.com) <https://www.sprintzeal.com/in/course/itil-managing-professional-transition-certification-training>

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