ITIL®
MANAGING PROFESSIONAL
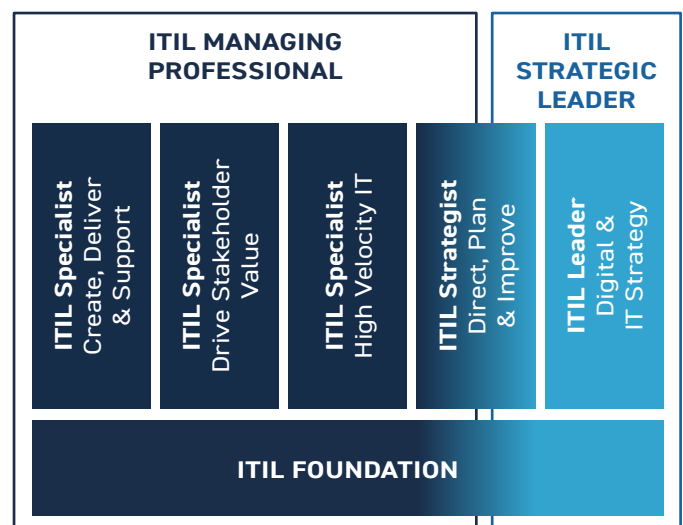
TRAINING TAILORED TO YOUR NEEDS

Kinetic IT can deliver training in-house, either at your premises; onsite using our training facilities; or virtually. We are confident in our trainers and training programs. Should you be offered a more competitive fee on a comparable course, we are happy to consider matching or improving our course fee. In the unlikely event a participant fails an examination, we will offer an opportunity to re-take the exam once, at no extra charge.

ITIL 4 CERTIFICATION COURSE

The ITIL 4 Managing Professional course provide participants an innovative delivery to obtain the Drive Stakeholder Value (DSV) and Direct, Plan and Improve (DPI) certifications need to obtain the ITIL 4 Managing Professional qualification. The Managing Professional (MP) has been created for IT practitioners working within technology and digital teams across businesses. It provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows.

The ITIL 4 Drive Stakeholder Value (DSV) qualification provides an understanding of all types of engagement and interactions between a service provider and their customers, users, suppliers and partners, including key CX, UX and journey mapping concepts. The ITIL 4 Direct, Plan and Improve (DPI) qualification provides the practical skills necessary to create a 'learning and improving' IT organization, with a strong and effective strategic direction and delivering continual improvement with the necessary agility. Both DSV and DPI are freestanding qualifications, but together with the ITIL 4 Specialist courses for Create, Deliver and Support (CDS) and High Velocity IT (HVIT) complete the ITIL 4 Managing Professional stream.

ITIL MANAGING PROFESSIONAL				ITIL STRATEGIC LEADER
ITIL Specialist Create, Deliver & Support	ITIL Specialist Drive Stakeholder Value	ITIL Specialist High Velocity IT	ITIL Strategist Direct, Plan & Improve	ITIL Leader Digital & IT Strategy
ITIL FOUNDATION				

BLENDED, REMOTE FORMAT (ONLINE + CLASSROOM)

This course is delivered in a blended format whereby participants attend a three-day remote classroom component first to introduce the ITIL 4 concepts mixed with discussions and exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course. This remote classroom course will be facilitated from our Education Centre, 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training). The use of video, audio and chat functionality ensures the engagement and involvement thus maximising education opportunities for all attendees. To accommodate training across the country the classroom days will run from 'early' in Western Australia to 'late' in the Eastern part of the country.

After this module the participants will undertake online, self-study modules which will deliver the theoretic concepts of the DSV and DPI syllabuses. This way we minimise the classroom hours, whilst maximising the impact and practicability.

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THE ITIL SERVICE MANAGEMENT FRAMEWORK

ITIL is universally recognised as the most practical and widely applicable framework for Service Management. It forms the basis for the international standard (ISO\IEC 20000) and is used by government, international organisations, outsourcers and many others.

ITIL 4 is the latest iteration (released in 2019) and has been designed to help organisations meet the increasing demand from today's complex digital environment. It expands previous versions by providing a practical and flexible basis to support organisations on their journey to the new world of digital transformation. It provides an end-to-end digital operating model for the delivery and operation of tech-enabled products and services and enables IT teams to continue to play a crucial role in wider business strategy.

TARGET AUDIENCE

The target audience for this qualification are (aspiring) operations and people managers, specifically those involved in shaping direction and strategy, developing a continually improving team, managing and integrating stakeholders, focusing on the customer journey and experience and/or are responsible for fostering relationships with partners and suppliers.

LEARNING OUTCOMES

Participants will be able to:
- Understand how customer journeys are designed, how to foster stakeholder relationships, shape demand and define service offerings, onboard and offboard customers and users; in order to ensure continual value co-creation
- Understand the scope and activities relevant to direct and plan, the role of GRC and how to integrate the principles and methods into the service value system
- Use a practical and strategic method for planning and delivering continual improvement with the necessary agility
- Use the key principles and methods of Organisational Change Management to direction, planning and improvement.
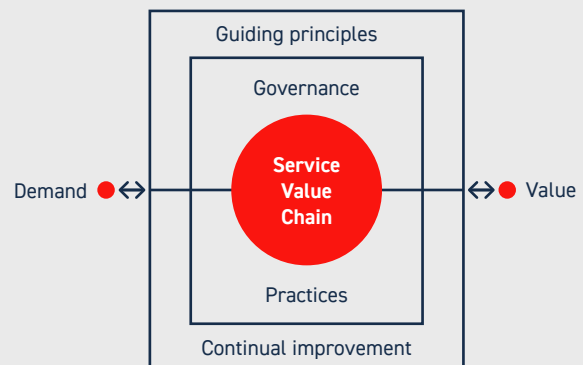
EXAMINATION

Our course-fee includes the ITIL Managing Professional Transition certificate examination. The exam consists of forty multiple-choice questions and is conducted shortly after the course.

ACCREDITATION

Kinetic IT is an Accredited Training Provider and Examination Centre for PeopleCert. All course material, trainers and procedures have been independently audited to comply with the international syllabus.

All Kinetic IT trainers have extensive experience with implementing and operating within the ITIL principles. This experience will benefit all participants in obtaining a practical insight in the use of ITIL.

FOR MORE INFORMATION, OTHER COURSES, DATES, PRICING, DISCOUNTS OR BOOKINGS CONTACT US VIA:

📞 1300 782 072   ✉ education.learning@KineticIT.com.au   🌐 KineticIT.com.au

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