WHAT IS...?

ITIL MANAGING PROFESSIONAL

www.itsmacademy.com

ITIL® Managing Professional (ITIL MP) is a stream of four training modules designed for IT practitioners working within technology and digital teams across businesses. Each module covers supporting practices, methods, and tools.

Upon passing the exam for a course, learners earn the relevant certification (e.g., ITIL Specialist: Create, Deliver and Support).

To obtain the ITIL Managing Professional designation, successfully complete each module. After earning the 4th certification, the ITIL Managing Professional designation is awarded.

Create, Deliver and Support (CDS) – Optimizing Flow – Covers 'core' service management activities and focuses on the integration of value streams and activities to create, deliver and support IT-enabled products and services. *Make immediate, tangible changes to your organization's ways of working.*

- Practices introduced regarding a value stream for a new service include service design, software development and management, deployment management, release management, change enablement, and service validation and testing
- Practices introduced regarding a value stream for supporting a service include service desk, incident management, problem management, knowledge management, service level management, and monitoring and event management

Direct, Plan and Improve – The'Twofer'– Supports anyone involved in directing or planning action based on a defined strategy and in continual improvement. *Learn the skills needed to control, influence and inspire others to embrace new ways of working and create effective, high-performing teams.*

- Practices introduced include organizational change management, measurement and reporting, and continual improvement

High-velocity IT – Doing Digital Right– explores ways in which digital organizations and digital operating models function in high velocity environments. *Ensure your skills remain valuable and relevant in the digital era.*

- Practices introduced include portfolio management, relationship management, strategy management, architecture management, project management, business analysis, service design, service validation and testing, software development and management, deployment management, availability management, capacity and performance management, monitoring and event management, problem management, service continuity management, infrastructure and platform management, service desk, information security management, risk management

Drive Stakeholder Value – Experience Excellence – Describes the main steps of a customer journey and guides stakeholders, whether they are customers or service providers, through the principles and practices of co-creating value through services. *Learn the skills needed to understand and improve your customers' experience and increase stakeholder satisfaction*.

- Practices introduced include relationship management, business analysis, service level management, portfolio management, service desk, service catalog management, service request management, supplier management

Already have all four? Add **Digital and IT Strategy** to obtain the ITIL Strategic Leader designation.

Download our **ITIL 4 Training Catalog** to learn more.

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ITIL 4 Foundation is a pre-requisite for each of these

Contact us to schedule time with a subject matter expert.

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Additional Resources:

- ITSM Professor Blog - a WEALTH of knowledge published weekly since 2008
- Webinar Archives - Monthly since 2007
- ITSM Academy Resource Center

ITSM Academy

We are a female owned small business, established in 2004. Our extensive catalog contains accredited and sustainable IT Service Management (ITSM) education and advice including; ITIL®, DevOps, Process Design (CPDE), Agile, Site Reliability Engineering (SRE), Value Stream Mapping (VSM) and Experience Level Agreement (XLA). Our business values are founded on trust, loyalty, professionalism and long term relationships.

...educate and inspire is not just our corporate slogan, it speaks to our core mission and goal.

Follow our founder and CXO, Lisa Schwartz, on **LinkedIn**.

Instructors

Every ITSM Academy instructor is certified to the highest levels in the areas they train. They have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real-life stories and scenarios. Using the highest quality content, this engaging training style encourages active group participation, allowing all learners to bring from class a wealth of practical and actionable knowledge.

Accreditations

All of ITSM Academy's certification courseware is developed or enhanced in-house and is accredited by independent, international organizations where applicable.

Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our subject matter experts.

Courseware Licensing (all developed or enhanced in house)

In addition to our public and corporate/onsite training, our courseware is available for licensing / co-branding under our flexible licensing program, including Train-the-Trainer (for qualifying organizations).

my.itsmacademy.com (digital portal)

Extends the learning experience with games, videos, exercises, sample exams, and course materials. It also provides instructors a vast repository of information and guidance to successfully prepare for and teach our courses.

Professional Education Hours (CPDs/PDUs/CPEs/CEUs):

ITSM Academy is proud to make it possible for individuals who attend our classes to earn professional education hours. (e.g., CPDs, PDUs, CPEs, CEUs). These professional education hours can be submitted to associations such as PeopleCert, the Project Management Institute and ISACA, if applicable.

Read More

The Story of the Academy

Today, ITSM Academy is widely recognized for its expertise in multiple IT frameworks (ITSM, ITIL, Process Engineering (CPDE), DevOps, Agile Service Management, Lean) and, more importantly, how they work together. But that's not where we started.