



*Training Course:
ITIL 4 managing professional transition course*

12 - 16 October 2025

Dubai (UAE)

Residence Inn by Marriott Sheikh Zayed Road, Dubai

Training Course: ITIL 4 managing professional transition course

Training Course code: IT236224 From: 12 - 16 October 2025 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 4900 € Euro

Introduction:

Welcome to the **ITIL 4 Managing Professional Transition** training program, brought to you by **Global Horizon Training Center**. This program is specifically designed for IT professionals who have achieved ITIL v3 certifications and wish to transition to the ITIL 4 Managing Professional designation. Through this comprehensive course, participants will gain the advanced knowledge, practical guidance, and skills necessary to navigate and implement ITIL 4 concepts in modern IT environments.

Objectives:

Bridge ITIL v3 to ITIL 4:

- Understand the key differences and updates from ITIL v3 to ITIL 4
- Explore the new Service Value System SVS and the Four Dimensions model

Integrate ITIL 4 Core Modules:

- Overview of the four modules of ITIL 4 Managing Professional MP:
 - Create, Deliver and Support
 - Drive Stakeholder Value
 - High-Velocity IT
 - Direct, Plan and Improve

Apply ITIL 4 Concepts in Practice:

- Enhance decision-making using guiding principles
- Adopt a holistic approach to service management
- Embed continual improvement into service delivery

Prepare for Certification:

- Gain the necessary knowledge and confidence to successfully pass the ITIL 4 Managing Professional

Transition exam

Target Audience:

This program is intended for experienced ITIL v3 certified professionals holding 17 or more credits who wish to transition to the ITIL 4 Managing Professional stream. It is also valuable for senior IT leaders, service managers, and professionals seeking to align IT service management with evolving business needs and digital transformation initiatives.

Outlines:

Day 1: ITIL 4 Overview and Transition Path

- Introduction to ITIL 4 and the Service Value System SVS
- The Four Dimensions of Service Management
- Transitioning from ITIL v3 to ITIL 4
- Guiding principles and their practical application

Day 2: Create, Deliver and Support CDS

- Planning and building service value streams
- Managing workflows, teams, and service performance
- Coordinating resources and delivery across the service value chain

Day 3: Drive Stakeholder Value DSV

- Understanding stakeholder needs and expectations
- Managing customer journeys and service interactions
- Improving user engagement, experience, and communication

Day 4: High-Velocity IT HVIT and Direct, Plan and Improve DPI

- Applying Agile, Lean, and DevOps in service management
- Enabling digital transformation and innovation

- Governance, planning, and continuous improvement practices

Day 5: Exam Preparation and Case Study

- Review of key concepts and integration across modules
- Real-world case studies and scenario-based discussions
- Exam tips, practice questions, and Q&A session

Registration form on the Training Course: ITIL 4 managing professional transition course

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