



Course technical sheet

ITIL 4 Managing Professional — MP

Fee

680,00 €

Final exam only

Course code
ITIL4_MP

Test duration
60 min

Passing score
70%

Issued
27/05/2026

Executive summary

Course description ITIL 4 Managing Professional is an advanced pathway for professionals who manage IT and digital services in complex operational environments. The course develops practical capabilities to design, deliver, support and improve services, teams, workflows and value streams, integrating ITIL principles with automation, Agile, Lean, DevOps, customer experience and operational governance. Learning objectives By the end of the course, learners will be able to: - manage end-to-end IT services, from demand to delivery and support; - design effective and measurable value streams, reducing bottlenecks, rework and lead times; - improve service quality through metrics, feedback, automation and continual improvement practices; - manage stakeholders, suppliers, users and customers with a value-oriented approach; - apply high-velocity digital principles, DevOps, resilience, observability and rapid response; - coordinate operational teams, service desks, change, release, incident, problem and delivery management. Main contents - Creation, delivery and support of digital services. - User experience management, customer journeys, requirements and stakeholder expectations. - Value streams, workflows, operational capabilities and service models. - Change enablement, release, deployment, incident, problem, request, monitoring and service desk. - Automation, collaboration, knowledge management and data-driven decision-making. - High Velocity IT, digital culture, speed, resilience and controlled experimentation. - Direct, Plan and Improve applied to operational governance and improvement. Target audience This course is intended for IT Managers, Service Managers, Delivery Managers, Service Desk Managers, Change Managers, Problem Managers, Release Managers, operational leaders, ITSM consultants and professionals who coordinate IT services, teams or suppliers. Expected outcomes Learners acquire advanced operational service management capability. The course strengthens the ability to translate business goals into operational work, improve service quality, manage complexity and create measurable value through teams, processes, technology and collaboration.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in

Certification Bodies Management systems

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this technical sheet and in the course syllabus summary.

Syllabus summary

Course description ITIL 4 Managing Professional is an advanced pathway for professionals who manage IT and digital services in complex operational environments. The course develops practical capabilities to design, deliver, support and improve services, teams, workflows and value streams, integrating ITIL principles with automation, Agile, Lean, DevOps, customer experience and operational governance. Learning objectives By the end of the course, learners will be able to: - manage end-to-end IT services, from demand to delivery and support; - design effective and measurable value streams, reducing bottlenecks, rework and lead times; - improve service quality through metrics, feedback, automation and continual improvement practices; - manage stakeholders, suppliers, users and customers with a value-oriented approach; - apply high-velocity digital principles, DevOps, resilience, observability and rapid response; - coordinate operational teams, service desks, change, release, incident, problem and delivery management. Main contents - Creation, delivery and support of digital services. - User experience management, customer journeys, requirements and stakeholder expectations. - Value streams, workflows, operational capabilities and service models. - Change enablement, release, deployment, incident, problem, request, monitoring and service desk. - Automation, collaboration, knowledge management and data-driven decision-making. - High Velocity IT, digital culture, speed, resilience and controlled experimentation. - Direct, Plan and Improve applied to operational governance and improvement. Target audience This course is intended for IT Managers, Service Managers, Delivery Managers, Service Desk Managers, Change Managers, Problem Managers, Release Managers, operational leaders, ITSM consultants and professionals who coordinate IT services, teams or suppliers. Expected outcomes Learners acquire advanced operational service management capability. The course strengthens the ability to translate business goals into operational work, improve service quality, manage complexity and create measurable value through teams, processes, technology and collaboration.

Learning Objectives

- Manage end-to-end IT services from demand to delivery and support
- Design effective and measurable value streams reducing bottlenecks
- Improve service quality through metrics and automation
- Manage stakeholders, suppliers, and customers with a value-driven approach
- Apply high-velocity digital, DevOps, and resilience principles
- Coordinate operational teams, service desks, change, release, incident, problem, delivery

Skills Acquired

- Advanced management of digital services in complex environments
- Development and improvement of workflows and operational functions
- Analysis and use of metrics for quality and continual improvement
- Coordination skills for IT teams and suppliers

Target Audience

IT Managers, Service Managers, Delivery Managers, Service Desk Managers, Change Managers, Problem Managers, Release Managers, ITSM consultants, operational leaders

Prerequisites

Basic ITIL knowledge or experience in IT service management

Course Content

- Creation, delivery and support of digital services
- Customer experience management and stakeholder requirements
- Value streams, workflows and service models
- Change enablement, release, deployment, incident, problem, request
- Automation, collaboration, knowledge management
- High Velocity IT, digital culture, resilience and speed
- Direct, Plan and Improve for governance and improvement

Teaching Methodology

Lectures, hands-on exercises, case studies, real-world simulations

Evaluation Method

Exam with a 70% pass threshold

Duration

60 minutes final exam; recommended training length 5 days

Certification

ITIL 4 Managing Professional examination certificate

Expected Outcomes

Ability to manage digital services operationally and value-oriented, enhancing quality and efficiency through processes, teams and technology.