

ITIL Managing Professional Transition version 5 Training & Certification

5-day ITIL® MP Transition Training Course + Exam vouchers and 1-year Membership included



The fast-track route to the new ITIL for ITIL 4 Managing Professionals and ITIL v3 Experts. Upgrade your designation to ITIL (Version 5) in one consolidated course — without repeating modules you've already mastered.

What are the benefits of taking this course?

- **Exam vouchers + 1-year PeopleCert Membership Plus** — the exam and a full year of Membership Plus benefits are included in your registration fee— no separate purchase needed
- **Fast-track upgrade** — move to ITIL Managing Professional (Version 5) in 5 days instead of re-sitting four separate modules one by one
- **Four modules, one course** — Product, Service, Experience and Transformation consolidated into a single, coherent program
- **Future-ready content** — dedicated coverage of ITIL and AI, plus how ITIL works alongside other frameworks



WHAT'S INCLUDED IN YOUR COURSE PACKAGE?

Everything you need to prepare confidently for certification:

- **Live training** with an **expert accredited ITIL® version 5 trainer**
- Official PeopleCert **training materials** in digital format
- Official **ITIL Books** in both **digital and printed editions**
- **Certification exam voucher** valid for **1 year**
- **1 year of PeopleCert Plus Membership** to gain access to many resources including Take2 and online mock exams

COURSE & LEARNING OBJECTIVES

This module consolidates the key concepts of four ITIL (Version 5) disciplines into a single course, letting experienced practitioners update their knowledge without completing each module individually.

- **ITIL Product** - Guidance for creating and continually improving digital products across the product and service lifecycle.
- **ITIL Service** - How organizations design, build, deliver, support, and improve services that create stakeholder value.
- **ITIL Experience** - Integrates human experience into product and service design, recognizing that trust and engagement shape value.
- **ITIL Transformation** - Balances governance, execution, and continual learning to deliver measurable value through change.

Upon successful completion, learners will develop a clear understanding of how to:

- Manage digital products and services across their full lifecycle.
- Apply value chain activities within a Version 5 operating model.
- Embed experience and transformation principles into everyday service management practice.
- Understand how AI and complementary frameworks fit alongside ITIL (Version 5) practice.

5-DAY TRAINING PROGRAMME - 8 MODULES

- Module 1 - Introduction to ITIL Product, Service, and Experience
- Module 2 - The ITIL Product and Service Lifecycle management activities
- Module 3 - The ITIL Product and Service Lifecycle
- Module 4 - ITIL Experience
- Module 5 - ITIL Transformation
- Module 6 - ITIL and AI
- Module 7 - ITIL and other frameworks

- Module 8 - Exam Prep

Who Should Attend?

This module is built **exclusively** for professionals who already hold an advanced ITIL designation and want to move to ITIL (Version 5) as efficiently as possible.

- ITIL 4 Managing Professional certification holders upgrading to Version 5
- ITIL 4 Master designation holders seeking the full Version 5 Master upgrade path
- ITIL v3 Expert certification holders migrating to the current ITIL scheme
- ITIL v3 Master designation holders consolidating their credential under Version 5

Candidates who took their exams with B2B Learning do not need to provide their certificates. Participants who took their exams with another provider or PeopleCert directly, will need to provide B2B Learning with a copy of their certificate upon registration in order to be admitted into this course.

Accredited training for the ITIL Managing Professional modules is mandatory.

ABOUT THE CERTIFICATION

There are 2 exams to gain your ITIL Managing Professional designation in version 5 with this Transition course:

1. **ITIL Managing Professional Transition** - Product, Service, Experience: 60 questions, 120 minutes
 2. **ITIL Transformation** - 40 questions, 90 minutes
- **multiple-choice questions** based on a scenario, each worth 1 mark. There is no negative marking
 - candidates taking the exam in a language that is not their native or working language are awarded 25% extra time
 - **open book exams**; the ITIL Official Books should be used (candidates can make notes inside the books), but no other material is allowed
 - **pass mark**: you will need 70% for both exams
 - **exams available in English only**

TRAINING FOR A TEAM?

Planning this course for several participants? [Contact us for a tailored proposal and a personalised quote.](#)