

ITIL® Managing Professional

Master's Program

Course Outline





Course Overview:

With this ITIL® Managing Professional (MP) Master's Program, learn how to successfully run IT-enabled products, services and teams. Learn the key concepts of service management and technical management to successfully pass the ITIL Managing Professional exam.

Course Highlights

- Access to all ITIL 4 MP high-level programs
- Exam vouchers for ITIL MP high-level programs
- Become a certified ITIL 4 Specialist and Strategist
- Earn 80 PDUs

Course Delivery Method:

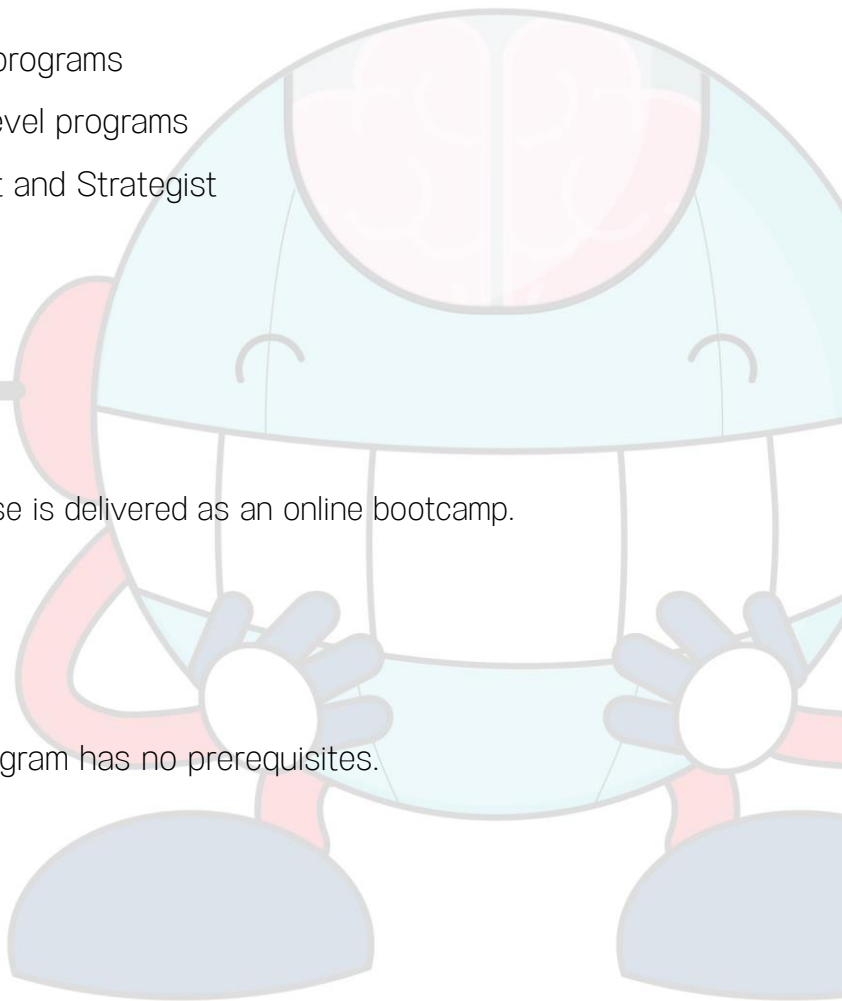
This ITIL Managing Professional (MP) course is delivered as an online bootcamp.

Prerequisites:

This ITIL Managing Professional (MP) program has no prerequisites.

Skills Covered:

- Operating models
- Strategy tactics operations



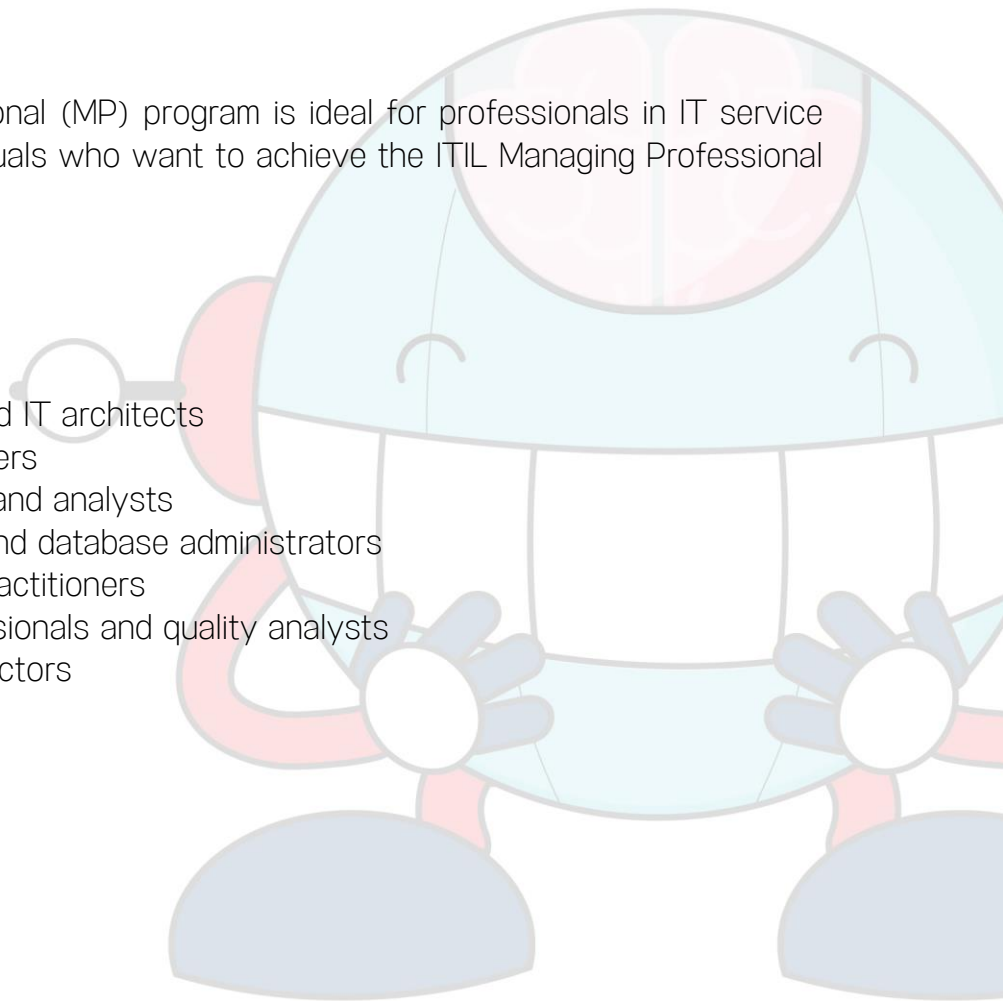


- Service design
- Incident management
- Problem management
- Knowledge management
- Service level management
- Monitoring and event management
- Multi-supplier management
- Relationship management

Who Will Benefit:

This ITIL® Managing Professional (MP) program is ideal for professionals in IT service management roles and individuals who want to achieve the ITIL Managing Professional (MP) designation, including:

- Project managers
- Vendor managers
- Account managers
- IT service managers and IT architects
- Service delivery managers
- System administrators and analysts
- Operations managers and database administrators
- Process owners and practitioners
- Service delivery professionals and quality analysts
- CIOs, CTOs, and IT directors





Key Learning Outcomes:

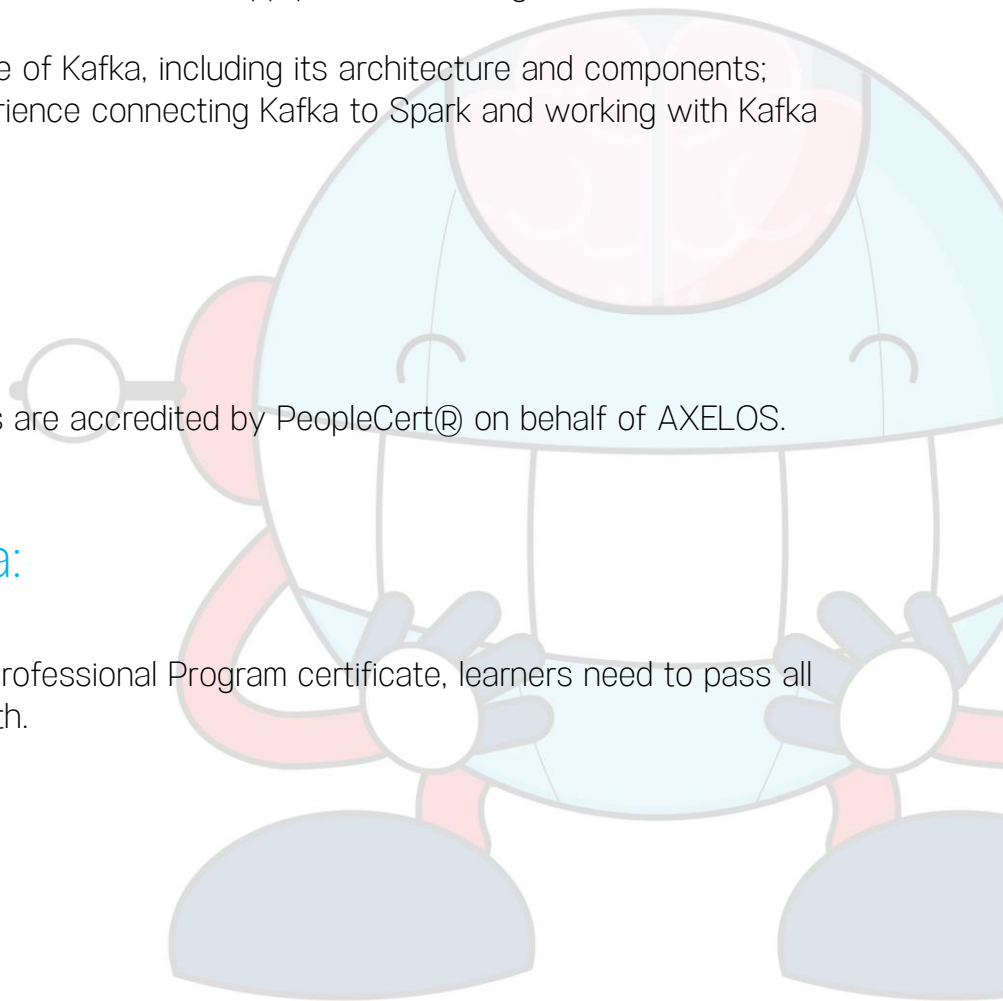
- Understand the basics of the ITIL 4 framework and ITIL service lifecycle
- Learn how to improve efficiency and the customer experience using ITIL tools and techniques in order
- Gain in-depth knowledge of service management, including generic concepts, key principles, and ITIL 4
- Learn how to integrate activities and value streams to deliver IT-enabled services
- Apply ITIL principles to understand and apply service management in an organization
- Gain in depth knowledge of Kafka, including its architecture and components; and get hands-on experience connecting Kafka to Spark and working with Kafka Connect

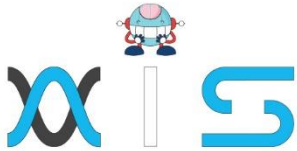
Accreditations:

The ITIL learning path courses are accredited by PeopleCert® on behalf of AXELOS.

Certification Criteria:

To unlock the ITIL Managing Professional Program certificate, learners need to pass all the courses in the learning path.





AIS

With the rising demand in scalable technology, AIS provides tailored goal-setting based on your organization's needs and expectations. With products geared towards the growing needs of your organization's customers and employees, AIS has innovative and value-driven solutions.

Learning Partners



SAS Management, Inc.

SAS Management, Inc. has been a leader in the training, certification and consulting services industry in the Philippines. With offices in Makati, Ortigas and Cebu, Philippines, the company has been the top training and consulting company for over 9 years. In its years of existence, it has provided certificates to over 100,000 professionals including 10,000 participants in the 160+ courses that have been conducted just during the 2020-2021 pandemic alone. The most sought-after courses being offered are ITIL, Project Management Professional (PMP)®, COBIT 5, Six Sigma Yellow Belt, Six Sigma Green Belt, PRINCE2, and organizational skills, among others.



Simplilearn

Simplilearn, based in California and India, is the world's #1 online bootcamp and one of the world's the leading certification and training providers. Simplilearn trained over 2,000,000 professionals with 2,000+ trainers and provides over 400 different courses.

Technology Partner



Freshworks

With over 40,000 customers, Freshworks is a business solutions software provider with products ranging from IT helpdesk and service desk, customer relationship management, live chat, marketing automation, phone system, and HR.

Partners & Affiliates



PECB

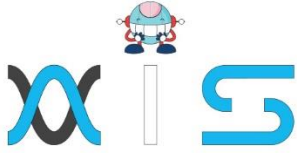
SDI Service Desk Institute

EC-COUNCIL

MIT Massachusetts Institute of Technology



P PURDUE UNIVERSITY



The program presented, as well as a wide range of programs are products of the partnership of AIS, SAS Management, Inc., and Simplilearn. With a common goal of providing the best practice of facilitating learning with an array of choices available in the online platform in this time of digitization.

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