PEOPLECERT CERTIFICATION TRAINING CAMP

ITIL® 5 Managing Professional

Product · Service · Experience · Transformation

thinQtank® LEARNING

OUR LEARNING EXCLUSIVE

- Custom exam prep software and materials
- Course-specific thinQtank® Learning publications to make the learning fun and engaging
- Extended hours of training, including scenario-based exercises
- **We do not teach the test.** We always deliver valuable, practical experience
- All reading material and study guides sent to you when you register
- Every course taught by certified instructors with real-world experience
- Retake any or all portions of the course for 24 months, in person or live online

TRAINING CAMP FORMAT

thinQtank® Learning delivers this course as a **ten-day instructor-led training camp** over two weeks, about two and a half days per module, with each module closing in exam preparation. Students sit each open-book module exam online with PeopleCert. The balance of lecture and case work is set to suit the group and the delivery method.

PREREQUISITES

- ITIL® Foundation (Version 5), any ITIL 4 certificate, or the ITIL Foundation Bridge (Version 5)
- Working experience in IT or digital services is strongly recommended

TARGET AUDIENCE

- IT and digital service managers, team leads and practitioners
- Product owners and product managers of digital services
- Service desk, operations and support leaders
- Transformation, improvement and governance leads
- Holders of ITIL® Foundation working toward a designation

EXAM

Four ITIL® (Version 5) module exams

Modules	Product, Service, Experience, Transformation
Each exam	40 multiple choice, 90 minutes
Passing score	70% (28 of 40) per module
Format	Open book (official module publication)
Delivery	PeopleCert online proctored exam

Passing all four modules awards the ITIL® Managing Professional (Version 5) designation.

COURSE OVERVIEW

thinQtank® Learning is offering a unique ten-day training camp comprised of ten days of instructor-led learning that gives students the knowledge and skills needed to earn the ITIL® Managing Professional (Version 5) designation — running digital products, delivering and supporting services, designing the experience users actually have, and leading the transformation that ties them together.

The camp covers all four modules of the designation over two weeks — ITIL Product, ITIL Service, ITIL Experience and ITIL Transformation — with an exam-readiness block at the end of each module. Every module is taught through realistic case scenarios, so students practice the decisions a service leader makes rather than memorizing the book.

This course prepares students to take the four ITIL® (Version 5) module exams required for the Managing Professional designation: Product, Service, Experience and Transformation.

WHAT YOU WILL BE ABLE TO DO

- Earn the ITIL® Managing Professional (Version 5) designation
- Manage digital products across their whole lifecycle
- Design, deliver and support services that meet agreed outcomes
- Capture and improve the experience users and customers really have
- Lead a service transformation from initiation through measurement

COURSE OBJECTIVES

Primary course objectives:

- Manage digital products from idea to retirement using ITIL Product practices
- Plan, deliver and support services against agreed service levels
- Build service relationships, agreements and stakeholder journeys
- Capture experience evidence and signals and act on them
- Run continual experience improvement
- Apply the ITIL transformation model: its four layers and twelve stages
- Choose initiation, governance and execution patterns for a transformation
- Use value stream mapping, OKRs, the ITIL Maturity Model and RACI to measure progress
- Govern the use of AI in products, services and transformation
- Integrate ITIL with DevOps, agile and PRINCE2®

EXCLUSIVE LEARNING PACKAGE

- Reading plan and review guide for all four modules
- Practice exams for Product, Service, Experience and Transformation
- Case-study workbook used throughout the camp
- Course video recordings for review
- Six months mentoring access to our engineers after completing the course

DELIVERY METHODS

- Instructor-led training
- Immersive live-online training
- On-site and custom delivery

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MANAGING PROFESSIONAL EXAMS AT A GLANCE

4	40	90	70%
Module exams	Questions per exam	Minutes per exam	Passing score per exam

COURSE MODULES

01 ITIL Product

- Digital products across their lifecycle
- Product roadmaps, demand and portfolio decisions
- Product and practice integration

02 ITIL Service

- Designing and delivering services to agreed outcomes
- Service levels, support and continuity
- Suppliers, partners and service integration

03 ITIL Experience

- Experience stakeholders and tensions
- Capturing evidence, signals and quality
- Service journeys and continual experience improvement

04 ITIL Transformation

- The transformation model: four layers, twelve stages
- Initiation, governance and execution patterns
- Measuring progress: value streams, OKRs, maturity model

A Appendices

- Appendix A: AI, governance and ITIL in every module
- Appendix B: Booking and taking the PeopleCert module exams
- Appendix C: Glossary of ITIL terms

PUBLIC CLASS SCHEDULE

Dec 07 – Dec 18, 2026	Sterling, VA	**Apr 05 – Apr 16, 2027**	Burbank, CA	**Aug 02 – Aug 13, 2027**	Atlanta, GA
Jan 04 – Jan 15, 2027	Atlanta, GA	**Apr 19 – Apr 30, 2027**	Sterling, VA	**Aug 23 – Sep 03, 2027**	Burbank, CA
Jan 25 – Feb 05, 2027	Burbank, CA	**May 10 – May 21, 2027**	Atlanta, GA	**Sep 13 – Sep 24, 2027**	Sterling, VA
Feb 22 – Mar 05, 2027	Sterling, VA	**Jun 21 – Jul 02, 2027**	Burbank, CA	**Oct 18 – Oct 29, 2027**	Atlanta, GA
Mar 15 – Mar 26, 2027	Atlanta, GA	**Jul 12 – Jul 23, 2027**	Sterling, VA	**Nov 29 – Dec 10, 2027**	Burbank, CA

Every public class is also available live online. Private on-site classes can be scheduled for any week; call 855-TO-THINQ.

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TERMS

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