PEOPLECERT CERTIFICATION TRAINING CAMP

ITIL® 5 Practice Manager

Transformation + Monitor, Support and Fulfil

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 **five-day instructor-led training camp**: two and a half days on the Monitor, Support and Fulfil practices and two and a half days on ITIL Transformation, each closing in exam preparation. The balance of lecture and scenario 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)
- Experience in support, operations or service delivery is strongly recommended

TARGET AUDIENCE

- Service desk, support and operations managers and team leads
- Incident, problem and request managers
- Monitoring, NOC and event management staff
- Practice owners responsible for improving how support works
- Holders of ITIL® Foundation working toward a designation

EXAM

Two ITIL® (Version 5) exams

Transformation	40 multiple choice, 90 minutes, 70% to pass, open book
Specialization	Monitor, Support and Fulfil
Specialization format	Final format not yet published by PeopleCert
Delivery	PeopleCert online proctored exam

Passing Transformation and one practice specialization awards the ITIL® Practice Manager (Version 5) designation.

COURSE OVERVIEW

thinQtank® Learning is offering a unique five-day training camp comprised of five days of instructor-led learning that gives students the knowledge and skills needed to earn the ITIL® Practice Manager (Version 5) designation — running the everyday practices that keep services working, and leading the changes that make them better.

The camp pairs the Monitor, Support and Fulfil practice specialization — service desk, incident, problem, service request and monitoring and event management — with the ITIL Transformation module. It is built for the people who run support and operations day to day, and every session works through real support scenarios. The other two practice specializations (Plan, Implement and Control; Collaborate, Assure and Improve) are available as private on-site camps.

This course prepares students to take the two exams required for the ITIL® Practice Manager (Version 5) designation: the Monitor, Support and Fulfil practice specialization and ITIL Transformation.

WHAT YOU WILL BE ABLE TO DO

- Earn the ITIL® Practice Manager (Version 5) designation
- Run a service desk that resolves more on first contact
- Handle incidents and problems so they stop coming back
- Set up monitoring and event management that people trust
- Lead an improvement or transformation in your own practice area

COURSE OBJECTIVES

Primary course objectives:

- Explain how practices contribute to value streams and outcomes
- Run the service desk practice and measure it
- Manage incidents from detection to resolution and review
- Find and remove the root causes of problems
- Fulfil service requests through standard, automated workflows
- Design monitoring and event management that drives action
- Apply the ITIL transformation model: its four layers and twelve stages
- Choose initiation, governance and execution patterns for a change
- Measure progress with value streams, OKRs and the ITIL Maturity Model
- Govern the use of AI in support and operations

EXCLUSIVE LEARNING PACKAGE

- Reading plan and review guide for both modules
- Practice exams for the practice specialization and Transformation
- Support and operations scenario workbook
- 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

PEOPLECERT CERTIFICATION TRAINING CAMP

ITIL® 5 Practice Manager

Transformation + Monitor, Support and Fulfil

PRACTICE MANAGER EXAMS AT A GLANCE

2	40	90	70%
Exams for the designation	Transformation questions	Transformation minutes	Transformation passing score

COURSE MODULES

01 Practices and Value

- How practices serve value streams
- Practice capability and measurement
- Roles across support and operations

02 Monitor, Support and Fulfil

- Service desk and first-contact resolution
- Incident and problem management
- Service request management, monitoring and event management

03 ITIL Transformation

- The transformation model: four layers, twelve stages
- Initiation, governance and execution patterns
- Feedback, learning and knowledge transfer

04 Measurement and AI

- Value stream mapping, OKRs and the ITIL Maturity Model
- RACI and theory of constraints
- Governing AI in support and operations

A Appendices

- Appendix A: Booking and taking the PeopleCert exams
- Appendix B: Practice specialization options for on-site camps
- Appendix C: Glossary of ITIL terms

PUBLIC CLASS SCHEDULE

Dec 14 – Dec 18, 2026	Sterling, VA	**Apr 26 – Apr 30, 2027**	Atlanta, GA	**Sep 13 – Sep 17, 2027**	Burbank, CA
Jan 04 – Jan 08, 2027	Atlanta, GA	**May 17 – May 21, 2027**	Burbank, CA	**Sep 27 – Oct 01, 2027**	Sterling, VA
Jan 25 – Jan 29, 2027	Burbank, CA	**Jun 07 – Jun 11, 2027**	Sterling, VA	**Oct 18 – Oct 22, 2027**	Atlanta, GA
Feb 08 – Feb 12, 2027	Sterling, VA	**Jun 28 – Jul 02, 2027**	Atlanta, GA	**Nov 15 – Nov 19, 2027**	Burbank, CA
Mar 01 – Mar 05, 2027	Atlanta, GA	**Jul 19 – Jul 23, 2027**	Burbank, CA	**Nov 29 – Dec 03, 2027**	Sterling, VA
Mar 22 – Mar 26, 2027	Burbank, CA	**Aug 02 – Aug 06, 2027**	Sterling, VA		
Apr 05 – Apr 09, 2027	Sterling, VA	**Aug 23 – Aug 27, 2027**	Atlanta, GA		

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

TERMS

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