

Introduction to ITIL 4

IT is at the core of every business in today's world. The update to ITIL 4 will allow ITIL to reflect the fast-paced and complex environment we live in, and new ways of working and emerging practices, all of which are essential not only for ITSM professionals, but also for a wider range of professionals working in the digital transformation world.

The purpose of ITIL 4 is to provide organizations with comprehensive guidance for the management of information technology in the modern service economy. ITIL 4 will evolve to provide an end-to-end IT/Digital Operating Model, covering the full delivery (and sustaining) of tech-enabled products and services, guiding how IT interfaces with, and even leads, the wider business strategy.

The ITIL 4 Certification Scheme

The ITIL Certification Scheme comprises of the following levels:

- ITIL Foundation
- ITIL Specialist modules (3)
- ITIL Strategist
- ITIL Leader
- ITIL Master

One of the main characteristics of the new ITIL 4 certification scheme is that it is now formed by two different designation streams; ITIL Managing Professional (ITIL MP) and ITIL Strategic Leader (ITIL SL). These two streams are intended to provide end-learners with greater clarity about how and where they can improve their skills and set them apart from peers. The two streams are made up of five modules.

ITIL Managing Professional

To become an ITIL Managing Professional (ITIL MP) end-learners must complete the following modules:

- ITIL 4 Foundation
- ITIL Specialist: Create, Deliver & Support
- ITIL Specialist: Drive Stakeholder Value
- ITIL Specialist: High Velocity IT
- ITIL Strategist: Direct, Plan & Improve*

ITIL Managing Professional (ITIL MP) targets IT practitioners working within technology and digital teams across businesses. The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT projects, teams and workflows.

ITIL Strategic Leader To become an ITIL Strategic Leader (ITIL SL) end-learners must complete the following modules:

- ITIL 4 Foundation
- ITIL Strategist: Direct, Plan & Improve*
- ITIL Leader: Digital & IT Strategy

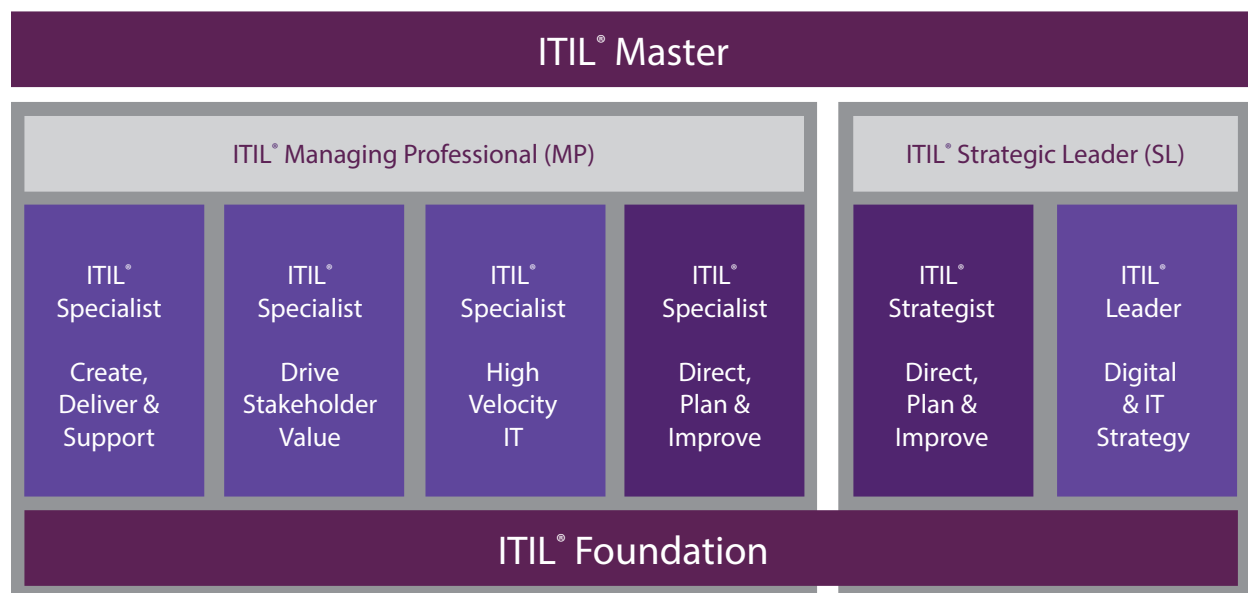
*universal module for both ITIL designation streams.

ITIL Strategic Leader (ITIL SL) recognizes the value of ITIL, not just for IT operations, but for all digitally-enabled services. Becoming an ITIL Strategic Leader (ITIL SL) demonstrates that the individual has a clear understanding of how IT influences and directs business strategy.

To obtain the designation ITIL Managing Professional or ITIL Strategic Leader, the candidate must complete all modules in each stream, with ITIL Strategist being a universal module for both streams. In order to be eligible to become an ITIL Master, end-learners must have both the ITIL Managing Professional (ITIL MP) and ITIL Strategic Leader (ITIL SL) designations.

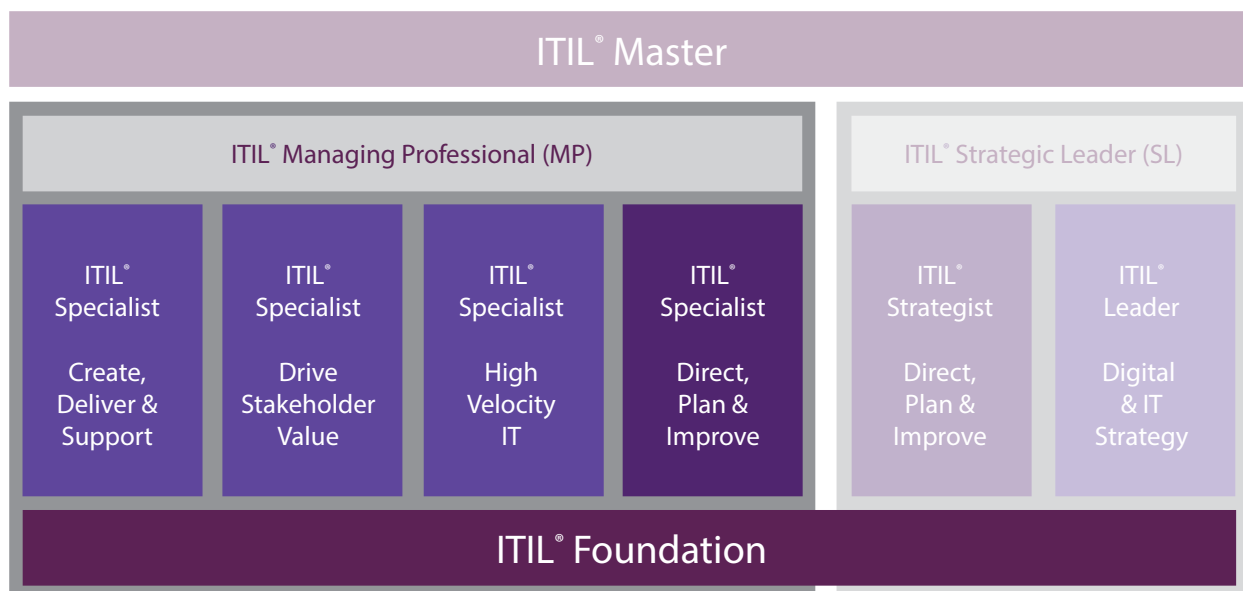
ITIL Foundation

- ITIL 4 Foundation is the entry level certification, offering end-learners a general awareness of the key elements, concepts and terminology used in ITIL 4.
- ITIL 4 Foundation is aimed at entry level IT professionals, those who need a basic understanding of ITIL, or would like to progress to higher levels within the ITIL 4 certification scheme.
- The Purpose of ITIL 4 Foundation is to introduce candidates to modern IT-enabled service management.



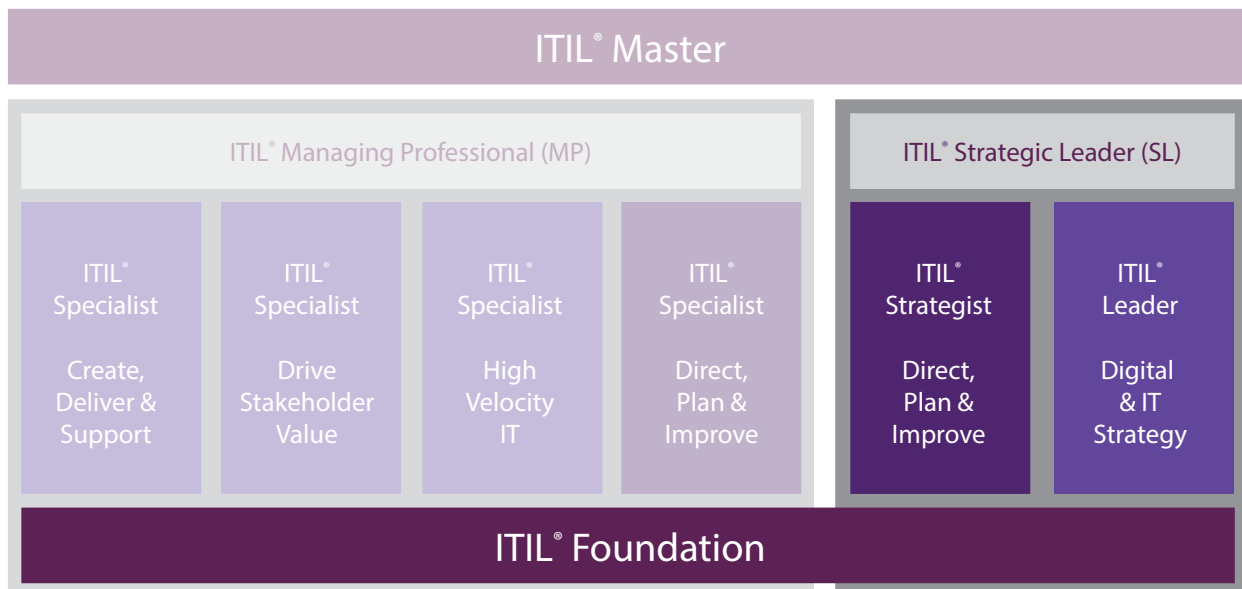
ITIL Managing Professional (ITIL MP)

- ITIL Managing Professional (ITIL MP) targets IT practitioners working within technology and digital teams across businesses. The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT projects teams and workflows.
- ITIL Managing Professional integrates three specialist modules (Create, Deliver & Support, Drive Stakeholder Value, and High Velocity IT) and the ITIL Strategist Direct, Plan & Improve module. All modules are valuable independently but all 4 must be completed to obtain the ITIL Managing Professional designation.
- The ITIL Managing Professional modules mandates completion of ITIL 4 Foundations as a prerequisite.
- After achieving the ITIL Managing Professional designation, if the candidate is interested in pursuing the ITIL Strategic Leader stream, they would only need to complete the ITIL Leader Digital & Strategy module.



ITIL Strategic Leader (ITIL SL)

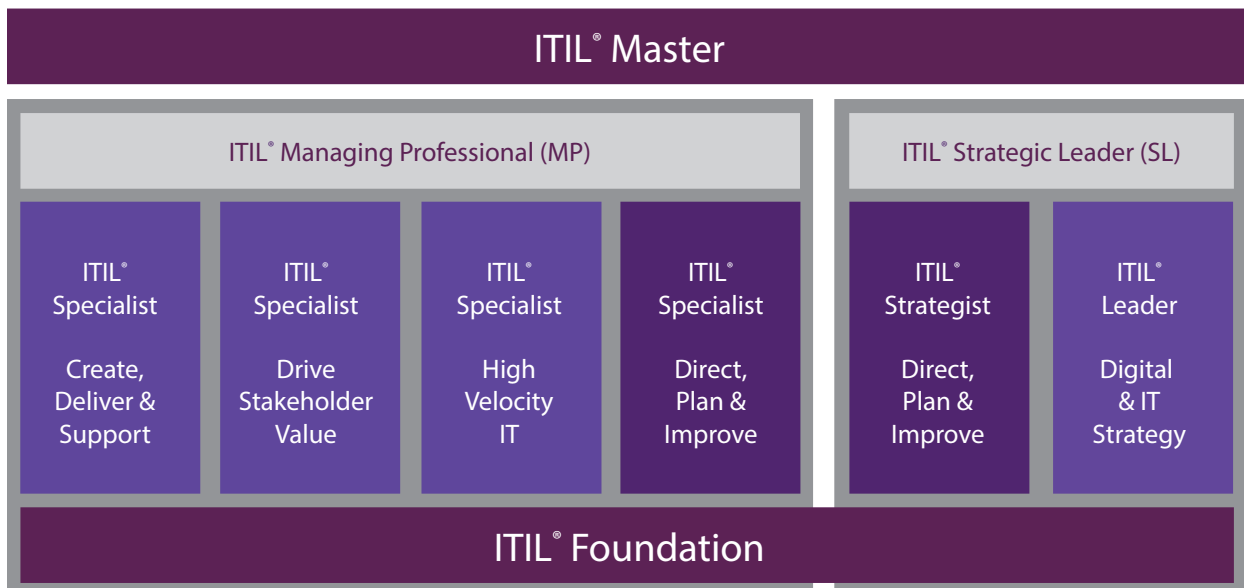
- ITIL Strategic Leader recognizes the value of ITIL, not just for IT Operations, but for all digitally enabled services. Becoming an ITIL Strategic Leader (ITIL SL) demonstrates that the professional has a clear understanding of how IT influences and directs business strategy.
- ITIL Strategic Leader integrates the ITIL Strategic Direct, Plan & Improve and ITIL Leader Digital & IT Strategy module. Both modules are valuable independent;y but both must be completed to obtain the ITIL Strategic Leader designation.
- The ITIL Leader Digital & IT Strategy module mandates 3 years of managerial experience as a prerequisite along with completion of ITIL 4 Foundation.



Transition From ITIL v3 to ITIL 4

ITIL V3 Foundation

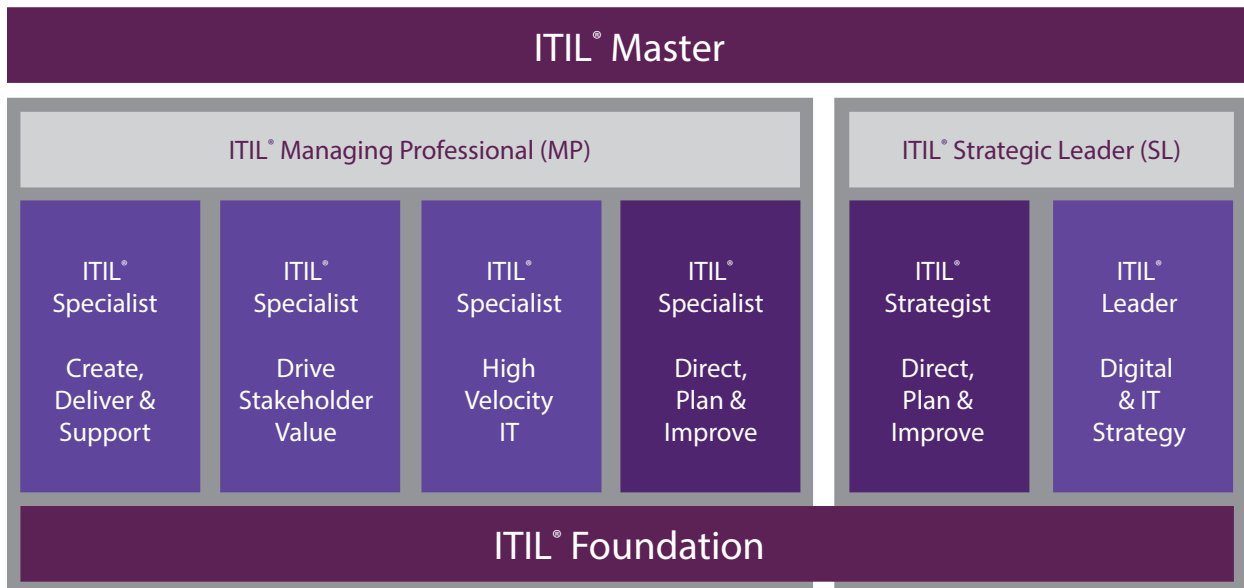
- If a candidate has taken only ITIL v3 Foundation, then the recommended approach is to take ITIL 4 Foundation in order to be able to transition to the new scheme.
- There is a large amount of new material in ITIL 4 Foundation therefore a new single exam is required to assess endlearners knowledge of the new ITIL 4 Foundation guidance.



Transition From ITIL v3 to ITIL 4

ITIL v3 Intermediate (3 or 4 Credits Achieved)

- End-learners holding a low number of credits beyond Foundation have two recommended options to transition to ITIL 4 dependent on what they want to achieve in the scheme.
- **Option 1:** They are encouraged to take ITIL 4 Foundation and a further module in their preferred area of interest, becoming either an ITIL Specialist, Strategist or Leader.*
- **Option 2:** They are encouraged to achieve 17 credits from ITIL v3 to become eligible to take the ITIL Managing Professional transition module.

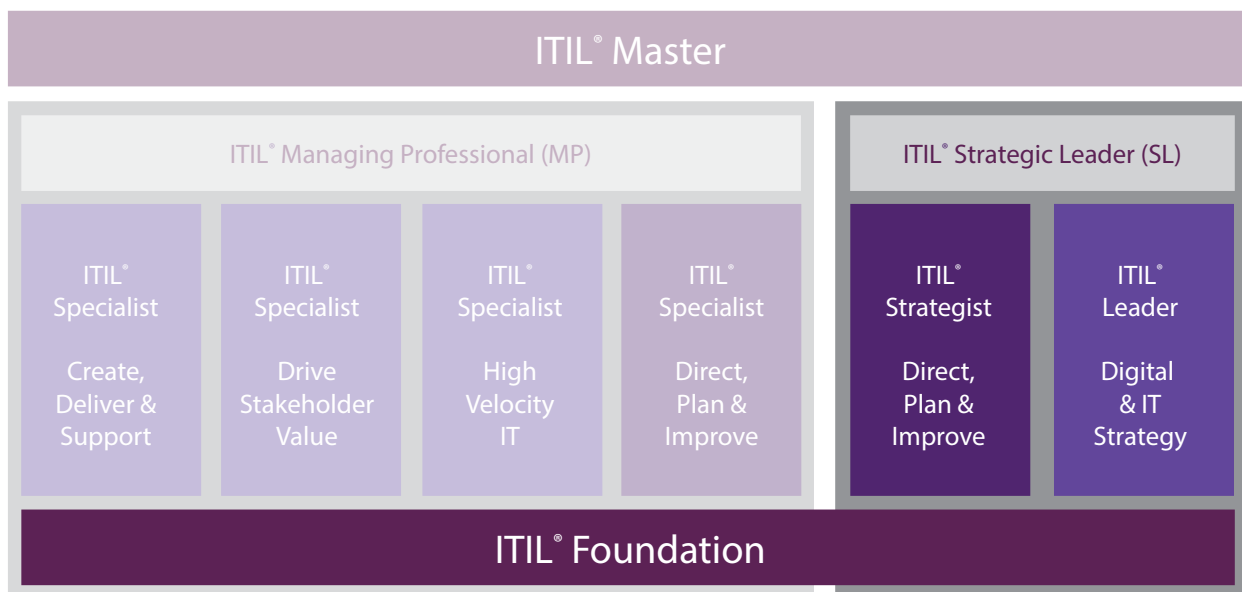


*further prerequisite required

Transition From ITIL v3 to ITIL 4

Option 1

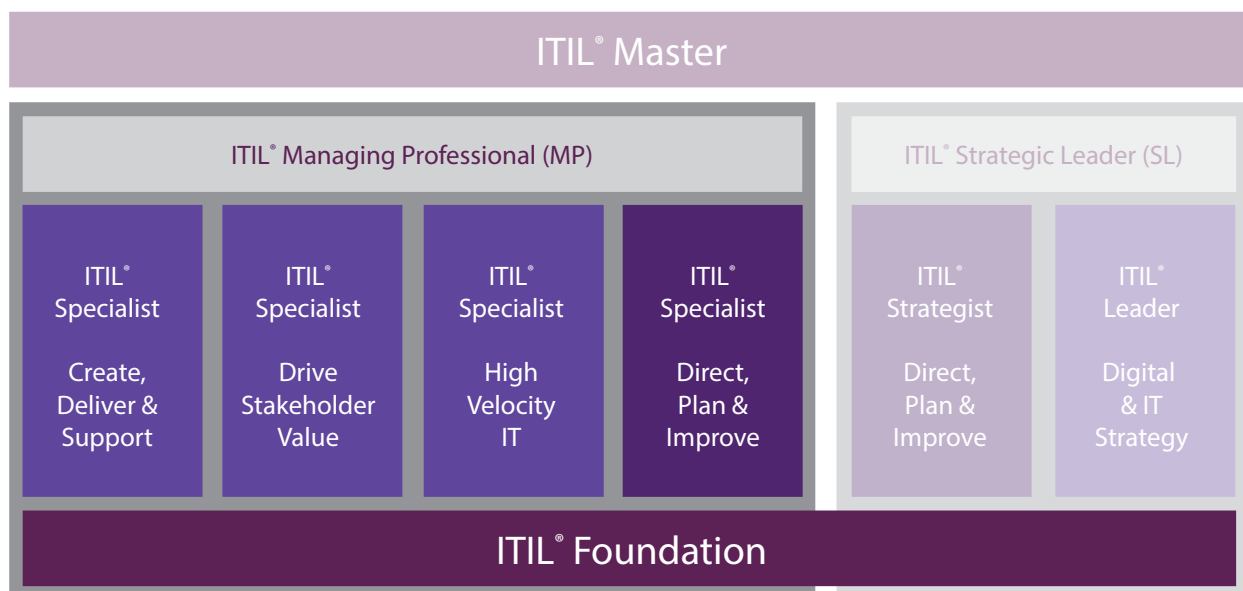
- If a candidate has no intention of pursuing the ITIL Managing Professional designation, there are still options to be offered among the ITIL Specialist modules and/or ITIL Strategist module. The recommended route for these candidates would be to take the most relevant module in their area of practice/interest.
- This will enable candidates to show that their ITIL designation is current and also to gain a deep-dive into a particular specialism related to their field.
- If a candidate chose to take the ITIL Strategist module, they would also have the benefit of this being a universal module that is relevant to both ITIL Managing Professional and ITIL Strategic Leadership streams.



Transition From ITIL v3 to ITIL 4

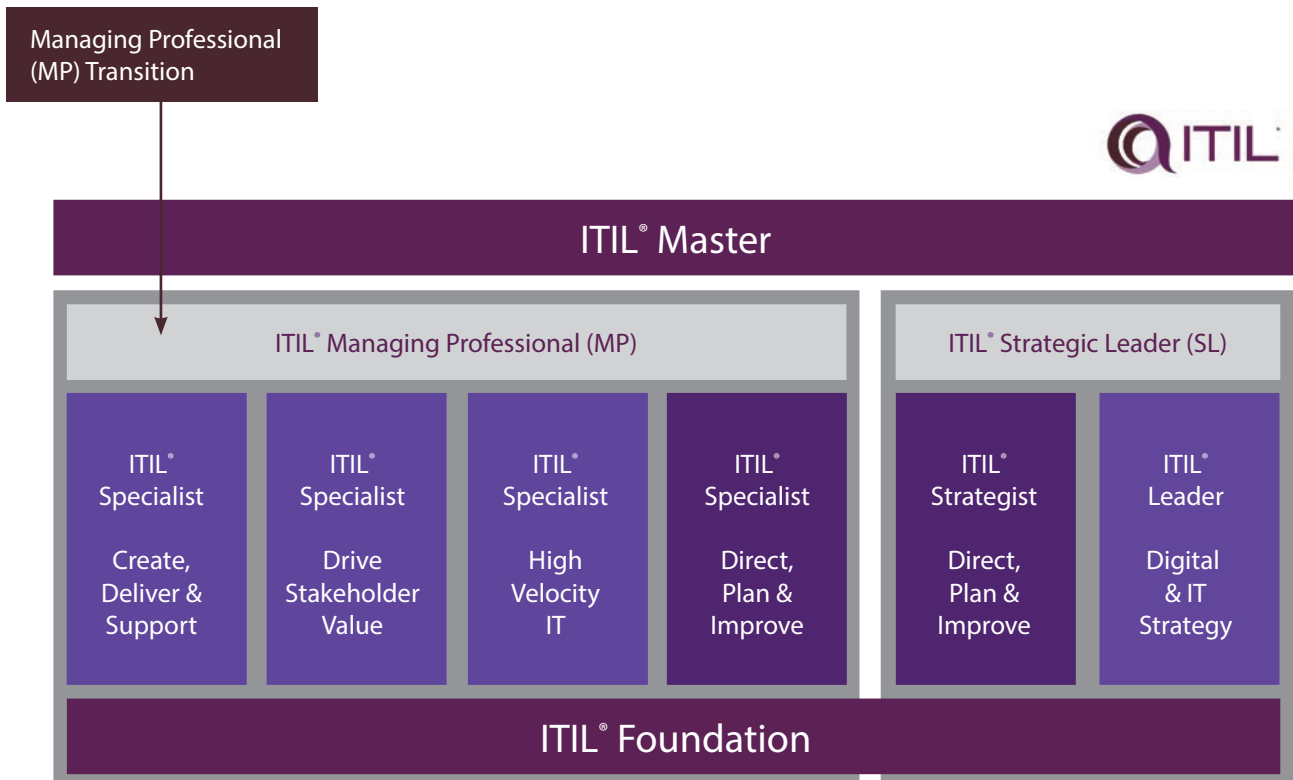
Option 2

- If an end- learner would like to work towards achieving the ITIL Managing Professional (ITIL MP) designation and they have completed one or more v3 module beyond ITIL v3 Foundation, they will need to continue collecting v3 credits until they have achieved the required 17 credits.
- End- learners are then eligible to take the ITIL Managing Professional transition module. The benefit of this is that they are eligible to fast track past the v3 Managing Across the Lifecycle course and exam.
 - End- learners can continue collecting credits before ITIL Managing Professional examinable modules are launched
 - Fast-track past MALC exam
 - Demonstrates practical and technical knowledge for managing IT teams in the digital age.



ITIL Intermediate/Practitioner (6 or More Credits Achieved Beyond Foundation)

- If an end- learner has achieved 6 credits or more since v3 Foundation, then it is in their interest to continue collecting v3 credits to prepare them for an easy transition to ITIL 4 and gain the ITIL Managing Professional designation.
- They will need to reach 17 credits to be eligible to take the ITIL Managing Professional transition module. This benefits endlearners as they will then become eligible to fast track past the v3 Managing across the Lifecycle course and exam.



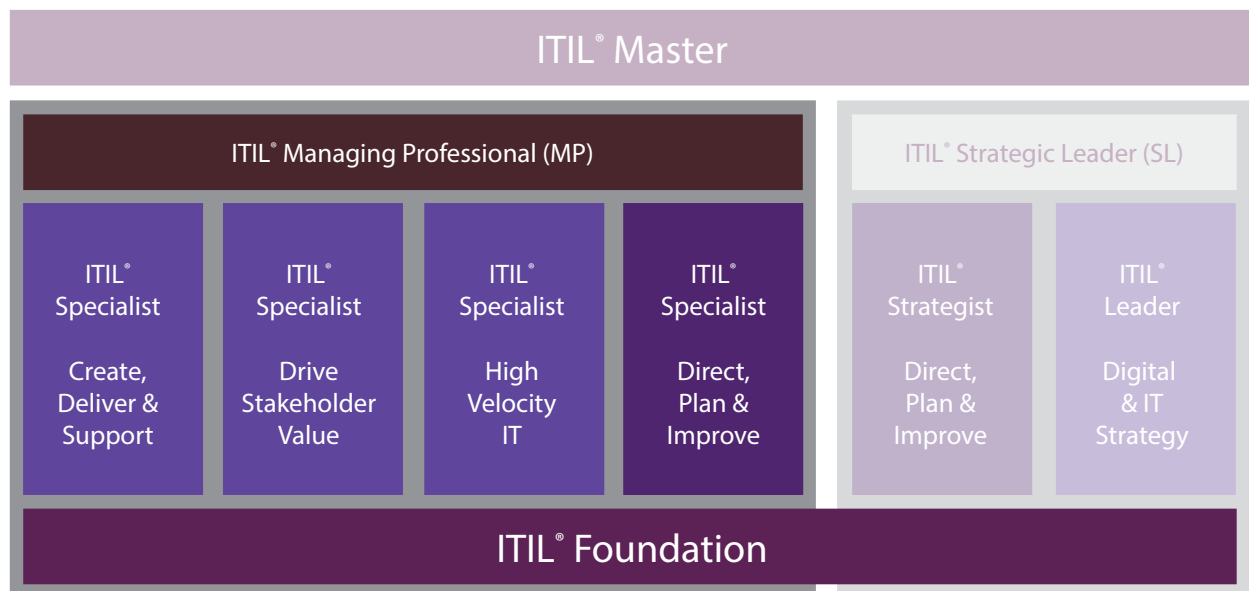
ITIL v3 Expert

- If an end- learner has achieved ITIL v3 Expert, they can take the ITIL Managing Professional transition module as soon as it is released to achieve the ITIL Managing Professional designation.
- After achieving the ITIL Managing Professional designation, if the endlearner is interested in pursuing the ITIL Strategic Leader stream, they would only need to complete the ITIL Leader Digital & Strategy module.
- Once they have completed both streams they are eligible to move towards ITIL Master.



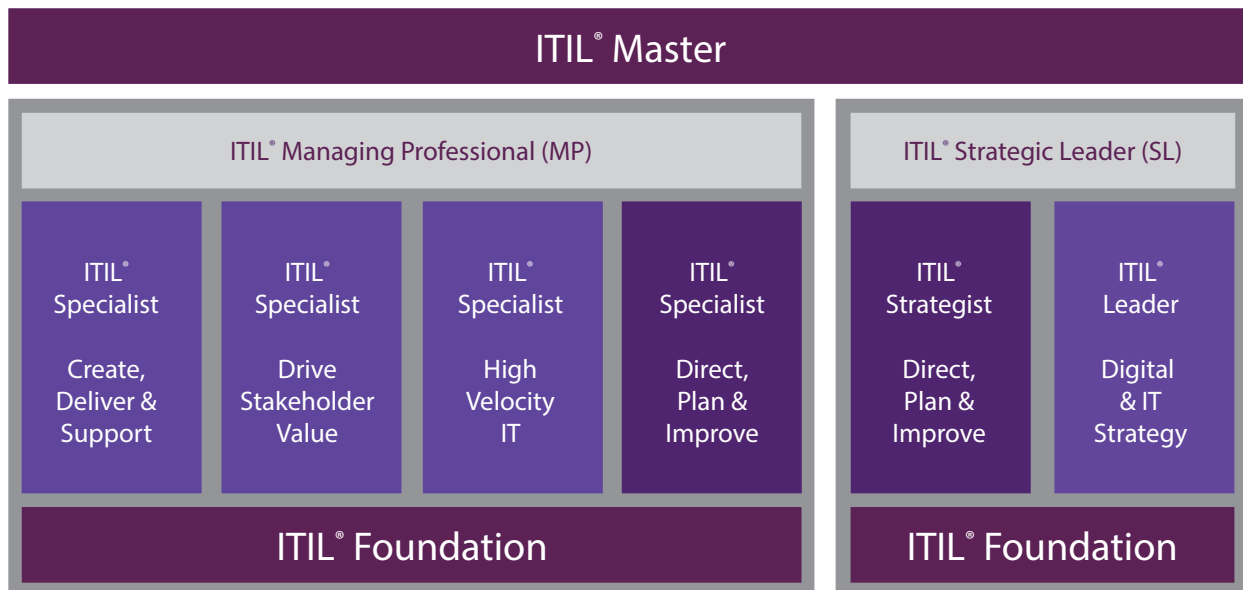
Transition From V3 to ITIL V4

- The transition module will cover the core elements from the ITIL Managing Professional stream. It will have a mandatory training element and exam, enabling V3 candidates to transition their existing designations into the new ITIL 4 certification scheme.
- The transition module will fit into the new ITIL 4 certification scheme as per the image.



End Learner Journey

- All candidates must start with ITIL Foundation for both ITIL Managing Professional and ITIL Strategic Leader to gain a basic understanding of the core concepts and principles of ITIL 4.
- Candidates can then work towards becoming either an ITIL Managing Professional (ITIL MP) or an ITIL Strategic Leader (ITIL SL) by completing the relevant modules.
- If a candidate completes all 5 modules, gaining both designations from the two streams, they will be eligible for assessment to become an ITIL Master.



ITIL 4 Certification Scheme



- Designation achieved once completed all relevant examinable modules in each stream
- Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader
- Examinable module applicable to both ITIL Managing Professional and ITIL Strategic Leader
- Transition module for V3 ITIL Experts or those with 17 credits or more to gain ITIL Managing Professional designation

