



FUTURE PROOF YOUR CAREER WITH ITIL[®] 4

ITIL 4 CERTIFICATION SCHEME EXPLAINED





THE PACE OF CHANGE FACING PROFESSIONALS IS EXPONENTIAL.

Technology has transformed the way we work, socialize, purchase goods, and interact with services, fuelling new behaviours, demands and experiences. Consumers and users now expect more, which puts pressure on both digital professionals and their organizations to deliver higher quality IT-enabled products and services at a quicker pace.

IT-enabled product and service delivery has also been transformed by technologies, including cloud and automation, and

by innovative ways of working, such as DevOps, Lean and Agile. This has led to the rise of the modern service economy and disruptive, digital native organizations.

Professionals need to start preparing now and thinking ahead to the skills they will need to help them successfully navigate these challenges and the increasingly volatile, uncertain, complex and ambiguous (VUCA) environments in which both they and their employers operate.

DRIVE YOUR CAREER FORWARD WITH CERTIFICATIONS THAT ARE FUTURE-PROOFED TO HELP YOU THRIVE.

ITIL 4 is a flexible, end-to-end operating model for the creation, design and management of IT-enabled products and services. It is the evolution of the well-established framework, ITIL, which has been providing comprehensive, practical and proven guidance to global organizations and professionals for over 30 years.

ITIL 4 was developed and enhanced in collaboration with a global community of over 4,500 subject matter experts and industry experts, to help meet the challenges and opportunities of the modern service economy and increasing VUCA environments.

ITIL is a globally recognized certification and is often a pre-requisite certification for employers.

The certifications are comprised of real-world best practice concepts, practices and guidance, which can be adopted and adapted to complement other frameworks and ways of working.

By upskilling and reskilling in ITIL 4, professionals can drive their careers forward; stand out from their peers; boost their employability; improve their salary prospects and be ready for the predicted, future skills gaps.

ITIL 4 FOUNDATION IS THE PREREQUISITE CERTIFICATION FOR ALL OF THE ITIL 4 MANAGING PROFESSIONAL AND STRATEGIC LEADER CERTIFICATIONS.

It is the first step for certifying cross-functional, multidisciplinary teams and will introduce key elements, concepts and terminology, enabling professionals to look at IT service management through an end-to-end operating model.

THE ITIL 4 CERTIFICATION SCHEME

The ITIL 4 Certification Scheme consists of two major designations, which can be obtained after acquiring the required certifications:

- ITIL 4 Managing Professional
- ITIL 4 Strategic Leader

The ITIL 4 Managing Professional designation is comprised of the following four certifications:

- ITIL 4 Specialist: Create, Deliver and Support
- ITIL 4 Specialist: Drive Stakeholder Value
- ITIL 4 Specialist: High-velocity IT
- ITIL 4 Strategist: Direct, Plan and Improve (universal certification)

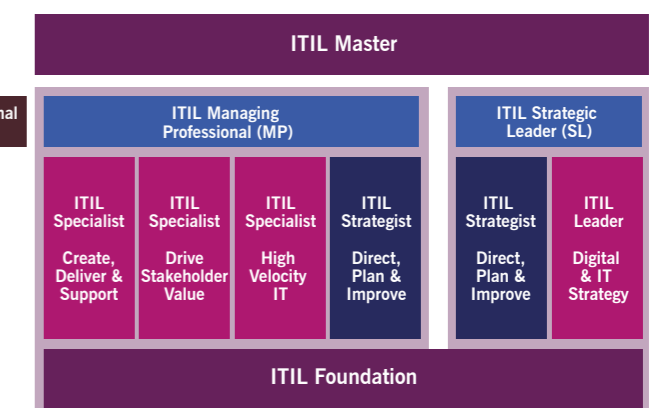
The ITIL 4 Strategic Leader designation is comprised of the following two certifications:

- ITIL 4 Strategist: Direct, Plan and Improve (universal certification)
- ITIL 4 Leader: Digital and IT Strategy



Managing Professional (MP) Transition

- 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



ITIL 4 FOUNDATION: THE BUILDING BLOCKS OF ITIL 4 AND STEP ONE OF A PROFESSIONAL'S JOURNEY.

This module is for anyone who needs to understand the key concepts of IT service delivery and how to address challenges, including:

- Adopting and adapting processes and practices in line with an organization's goals and objectives
- Managing pressure to increase speed to value and speed to market for IT-enabled products and services
- Balancing legacy systems whilst tackling increasingly volatile, uncertain, complex and ambiguous (VUCA).

ITIL 4 Foundation will enable professionals to: Take the first step in gaining a solid grounding of ITIL 4, including how to:

- ✓ Learn the common language of IT service management
- ✓ Understand how value streams increase speed and efficiency
- ✓ Consider external and internal perspectives and stakeholders for a holistic approach to value co-creation and service delivery
- ✓ Understand how modern IT and digital service organizations can work more efficiently and effectively.



ITIL 4 MANAGING PROFESSIONAL AND ITIL 4 STRATEGIC LEADER

The ITIL 4 Managing Professional designation

provides practical and technical knowledge about how to run successful IT-enabled products and services, teams, and workflows, for a variety of professionals working in IT Service Management and other digital roles across the business.

The ITIL 4 Strategic Leader designation

will enable current and aspiring leaders to recognize the value of adopting and adapting ITIL for all IT-enabled products and services, not just IT operations. This designation will also help professionals understand how IT can influence and shape business strategy and provide guidance on how to manage and operationalize the strategy across the organization.

The certifications that comprise these designation will provide professionals with deeper knowledge of:

- Aligning IT strategy with business objectives and outcomes
- Building a digital culture with effective continual improvement and communication strategies
- Improving customer experience, user experience and employee experience
- Building effective governance, risk and compliance
- Adopting Lean, Agile and DevOps approaches within IT service management practices
- Optimizing IT-enabled products and services in line with technological innovations, including: cloud, AI, automation and machine learning
- Planning and prioritizing work to improve flow and reduce waste
- Integrating value stream thinking and value stream mapping.

ITIL 4 SPECIALIST: CREATE, DELIVER AND SUPPORT

THE 'ENGINE ROOM' OF THE DIGITAL AND I.T. FUNCTION

Introduction

This specialist module is for IT professionals who design and/or manage the delivery and support of IT-enabled products and services.

ITIL 4 Create, Deliver and Support will enable professionals to:

- ✓ Create an effective flow of work
- ✓ Learn how to plan and manage resources into effective value streams
- ✓ Evolve into a practice-centric way of working
- ✓ Effectively manage teams and build a culture for success
- ✓ Understand the value of proven and emerging technologies.

ITIL 4 SPECIALIST: DRIVE STAKEHOLDER VALUE

ENSURING DIGITAL AND I.T. SERVICES DELIGHT

Introduction

This specialist module is for IT professionals who are responsible for designing and/or managing customer journeys and experiences, managing stakeholders and fostering relationships to gain value realization.

ITIL 4 Drive Stakeholder Value will enable professionals to:

- ✓ Effectively manage stakeholders and foster valuable relationships
- ✓ Optimize customer experience and user experience
- ✓ Embed a customer-centric approach to service design
- ✓ Evolve service level agreements into experience level agreements
- ✓ Develop mutually agreed requirements.

ITIL 4 SPECIALIST: HIGH-VELOCITY I.T.

THE FUTURE OF DIGITAL AND I.T. SERVICES

Introduction

This specialist module is for IT professionals working within or towards the delivery of digital products and services and digital transformation projects.

ITIL 4 High-velocity IT will enable professionals to:

- ✓ Create a convergence between the business and IT
- ✓ Build resilience within complexity
- ✓ Bridge the gap between development and operations
- ✓ Balance flexible practices with changing VUCA environments and root causes
- ✓ Increase the speed and quality of service delivery.

ITIL 4 STRATEGIST: DIRECT, PLAN AND IMPROVE

BRINGING DIGITAL AND I.T. STRATEGIES TO LIFE

Introduction

This strategist module is for IT and digital managers of all levels involved in planning and/or aligning work to organizational strategy and/or developing a continually improving team or service.

ITIL 4 Direct, Plan and Improve will enable professionals to:

- ✓ Align governance and strategy with service management activities
- ✓ Encourage a culture of collaboration and continual improvement
- ✓ Support organizational change management
- ✓ Measure progress and continually improve
- ✓ Use effective communication principles to build collaboration across cross-functional multidisciplinary teams.

ITIL 4 LEADER: DIGITAL AND I.T. STRATEGY

ENABLING BUSINESS SUCCESS THROUGH THE CREATION OF DIGITAL AND I.T. STRATEGIES

Introduction

This leader module adds a new perspective to the ITIL 4 guidance and will help senior IT and business executives and leaders, heads of department and aspiring C-Suite professionals across the organization to define and lead the strategy for the design and/or management of IT-enabled products and services.

ITIL 4 Digital and IT Strategy will enable professionals to:

- ✓ Craft a digital vision and cross-organizational digital strategy
- ✓ Operationalize digital and IT strategies
- ✓ Respond to digital disruptors
- ✓ Strategically manage risk in volatile, uncertain, complex and ambiguous (VUCA) environments
- ✓ Understand how and why strategies and working methods need to evolve to compete in the modern service economy.

FUTURE PROOF YOUR CAREER WITH ITIL 4

Want to explore ITIL 4 in more detail?

We have a wealth of information about ITIL 4 for professionals, including whitepapers, blogs, case studies and more.

Visit: [AXELOS.com/Content-Hub](https://www.axelos.com/Content-Hub) to discover more

Ready to take the next step?

Visit: [BestPractice.axelos.com/ITIL-4-future-proof-your-career](https://www.bestpractice.axelos.com/ITIL-4-future-proof-your-career) where you can learn more, find a training provider, book an exam or purchase an ITIL 4 core guidance publication for any of the ITIL 4 certifications.

ITIL 4 practices

The ITIL 4 practices are a set of organizational resources designed for performing work or accomplishing an objective. The ITIL 4 service value system includes 34 practices all of which are subject to the four dimensions of service management. The ITIL 4 framework reinforces a flexible and non-siloed approach for the application of ITIL 4 practices.

Capability areas, previously known in ITIL v3 as “processes” and “functions”, have been expanded to consider other elements such as:

- Culture
- Technology
- Information and data management
- Roles and competencies
- Relationship with suppliers and partner
- Sourcing considerations.

This holistic vision of a way of working is known as a “practice” in ITIL 4, being a fundamental part of the ITIL 4 framework. ITIL 4 Practices serve as a toolbox for IT practitioners and are interrelated with the core publications that comprise ITIL 4 Managing Professional and ITIL 4 Strategic Leader designations.

My ITIL

My ITIL is the AXELOS subscription service to help practitioners with continued professional development.

As a My ITIL subscriber, you will have access to wealth of exclusive ITIL 4 content, templates, toolkits, resources and discounts to help you apply ITIL best practice and excel in your career. Visit: [AXELOS.com/my-axelos/my-itsil](https://www.axelos.com/my-axelos/my-itsil) to sign up. Anyone who takes an ITIL exam will receive a one-year subscription to My ITIL.

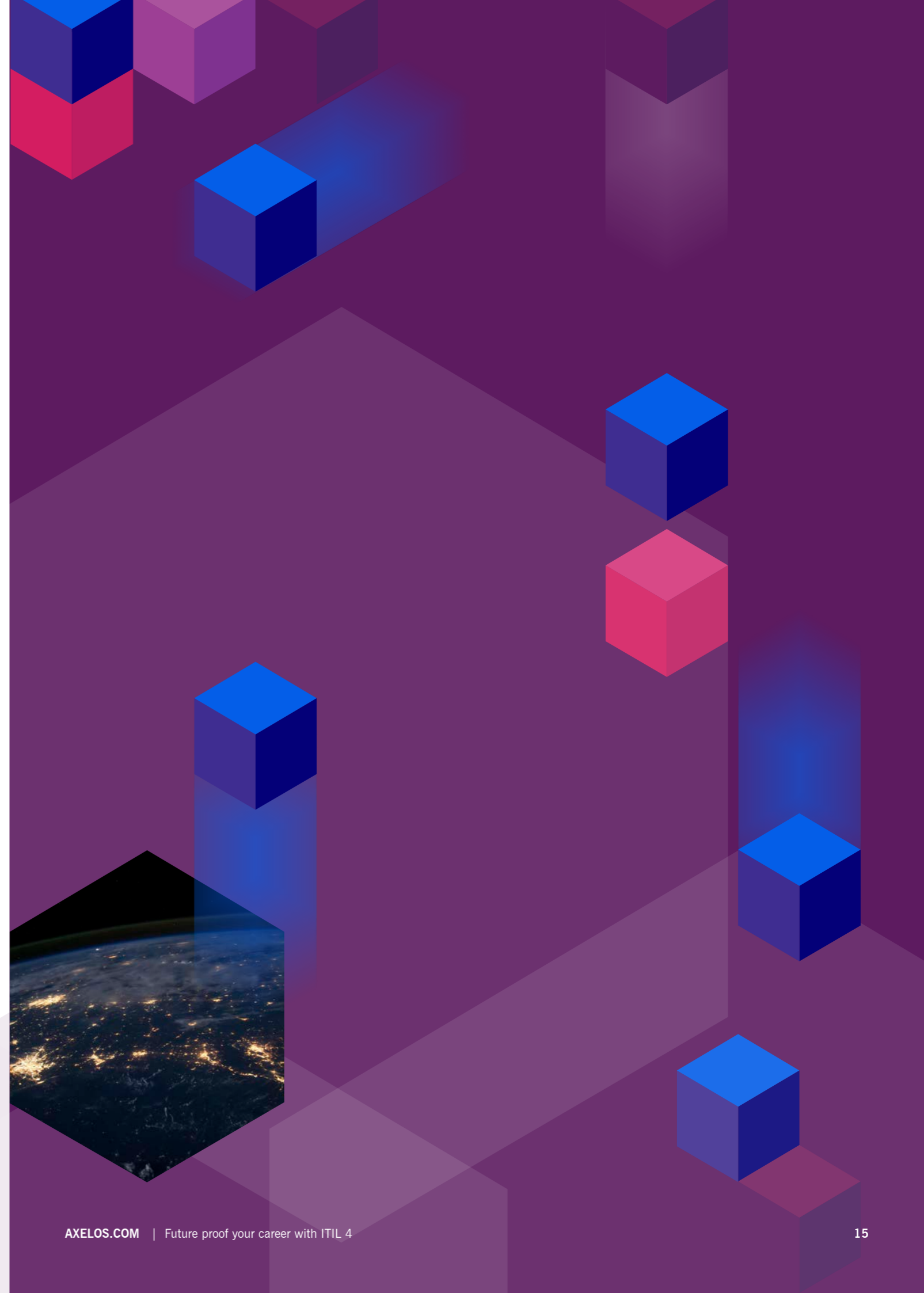
ALREADY AN EXPERIENCED ITIL V3 PROFESSIONAL?

Did you know that you can fast-track your career to the ITIL 4 Managing Professional designation? If you are an ITIL v3 Expert or have a minimum of 17 ITIL v3 credits, you are eligible to take the ITIL 4 Managing Professional Transition Module.

This specially designed module combines key concepts from ITIL 4 Foundation and the

ITIL 4 Managing Professional core modules into one succinct course and exam.

Visit: [AXELOS.com/best-practice/itil/transition-to-itil-4](https://www.axelos.com/best-practice/itil/transition-to-itil-4) to learn more and be amongst the first ITIL 4 Managing Professionals.



Future proof your career with ITIL 4

With globally recognized, valuable certifications for cross-functional, multidisciplinary teams.

Learn more:

[BestPractice.axelos.com/
ITIL-4-future-proof-your-career](https://bestpractice.axelos.com/ITIL-4-future-proof-your-career)

Future proof your organization with ITIL 4

Reskill and upskill your teams with ITIL 4 to thrive in the modern service economy and the increasingly volatile, uncertain, complex and ambiguous (VUCA) environments in which you operate.

Learn more:

[BestPractice.axelos.com/
ITIL-4-future-proof-your-organization](https://bestpractice.axelos.com/ITIL-4-future-proof-your-organization)