WHAT IS ITIL?

Since 1989, and across 180+ countries, ITIL® has been the globally-recognized leader in IT Service Management (ITSM).
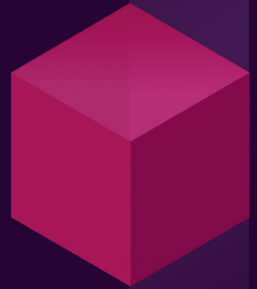
It is the go-to IT qualification for professionals looking to realize their full potential, take a career leap, and deliver empowering change for ambitious organizations.

For world-shaping brands like IBM, NASA, Shell, HP, British Airways and Disney, ITIL-certified professionals are the lifeblood of seamless business operations.

And for those who want to build (and rebuild) the foundations of the digital world, it all starts with training and certification.

WHAT DO YOU GET FROM ITIL?

ITIL certification shows employers you are ready for any challenge, powered by essential skills and world-class expertise.

ITIL enables you to:

- **Benchmark services**
  Optimizing budget allocation and ROI
- **Meet evolving demands**
  Delivering innovative, joined-up customer journeys
- **Track and measure performance**
  Demonstrating the value driven by IT
- **Mitigate the risk of IT failure**
  Protecting your business and customers

For those working with the likes of Lean, Agile and DevOps, ITIL offers a complementary foundation. Used together, they can help you unlock even greater business value.

Ultimately, ITIL connects you with leading IT professionals and organizations through a globally-shared language.
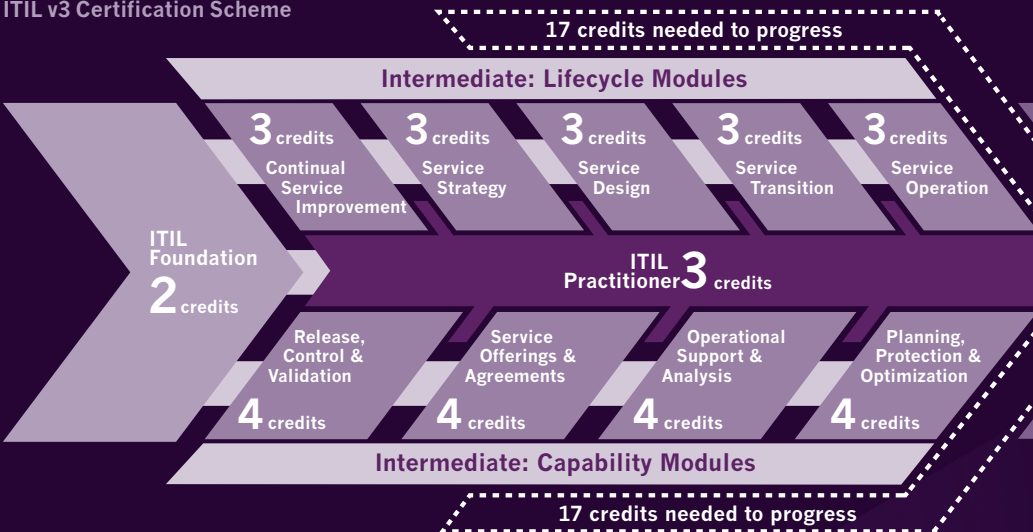
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HOW DOES IT WORK?

With a structured certification pathway, ITIL is designed to help you at every stage of your career. The ITIL credit system allows candidates to demonstrate knowledge and skills around ITIL practices and the ITIL service lifecycle.

Businesses of all shapes and sizes can benefit from ITIL. So the practical tools and insights you earn through ITIL guidance should always be adapted to meet the specific needs of your organization.

ITIL v3 Certification Scheme

17 credits needed to progress

Intermediate: Lifecycle Modules

3 credits
Continual Service Improvement

3 credits
Service Strategy

3 credits
Service Design

3 credits
Service Transition

3 credits
Service Operation

ITIL Foundation
2 credits

ITIL Practitioner **3** credits

Release, Control & Validation
4 credits

Service Offerings & Agreements
4 credits

Operational Support & Analysis
4 credits

Planning, Protection & Optimization
4 credits

Intermediate: Capability Modules

17 credits needed to progress

We also want to support you with the kind of premium content and resources that help you better apply the concepts you have learned to real-world situations. Every exam now comes with a free 1-year subscription to 'My ITIL'.

www.AXELOS.com/my-itil

ITIL is recognized all over the world as the foundation for IT-led transformation, growth and sustainable success. Get certified to keep business running smoothly and become the engine of everything to come.

Managing across the Lifecycle

5 credits

ITIL Expert

ITIL Master

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WHY ITIL 4?

ITIL provides organizations with a comprehensive framework for ITSM, and has led the ITSM industry with guidance, training and certification for over 30 years.

ITIL 4 builds on this guidance by reshaping established ITSM practices in the wider context of customer experience, value streams, digital transformation, and systems thinking, as well as embracing new ways of working, such as Lean, Agile and DevOps.

ITIL 4 will help organizations navigate the new technological era, commonly known as the Fourth Industrial Revolution, marked by emerging technologies including: artificial intelligence, the Internet of things, nanotechnology and much more.

The purpose of ITIL 4 is to provide organizations with a practical and flexible framework that supports them on their journey into the new world of digital transformation, by helping them align their human, digital and physical resources to compete within a modern and complex landscape.

WHAT IS THE NEW CERTIFICATION SCHEME?

The ITIL 4 certification scheme is aligned with ITIL v3 and provides clear paths for practitioners to start or continue their ITIL journey.

The ITIL certification scheme has been streamlined and updated to reflect the roles and knowledge required in the modern digital world.

ITIL Foundation:
Introduces management of modern IT-enabled services, provides an understanding of the common language and key concepts and enables organizational improvements using ITIL 4.

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

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

To obtain the designation ITIL MP or ITIL SL, the professional must complete all modules in each stream.

ITIL Foundation, ITIL 4 Edition released 28 Feb 2019. ITIL MP and ITIL SL released second half 2019.

HOW DOES ITIL 4 WORK?

ITIL 4 retains many of the core elements that makes ITIL so valuable to individuals and organizations today.

ITIL 4 is the next iteration that expands IT and service operations to a new level. Moving from traditional process lead delivery, ITIL 4 supports faster quality and value driven delivery for people and organizations.

ITIL 4 will be much more relevant to software developers, service management practitioners and organizations as it promotes a holistic way of working to deliver products and services.
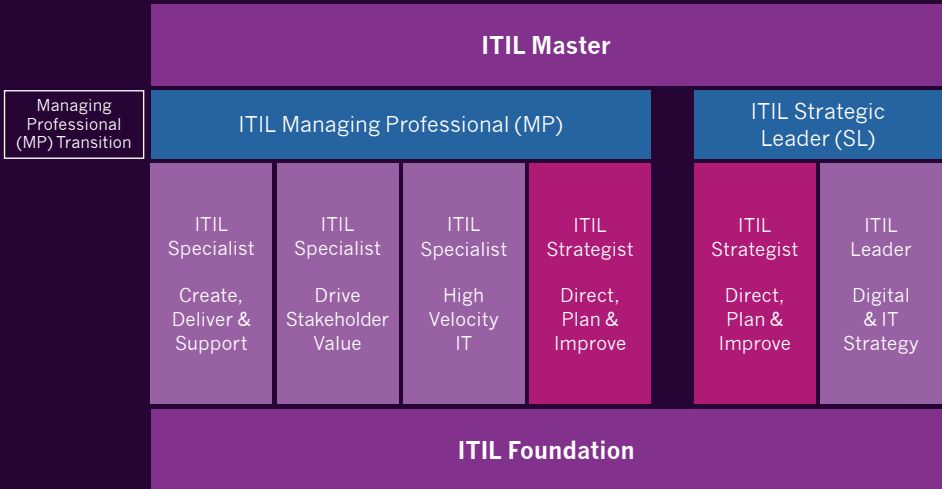
The new certification takes you through a service value system which provides an integrated picture of what it really means to contribute to business value.

ITIL 4 will provide candidates with an understanding of:

- A holistic approach to the facilitation of value for product and service delivery
- The Guiding Principles of ITIL 4
- The four dimensions of service management
- Key concepts from Lean IT, Agile and DevOps
- The expansion from ITIL processes to practices.

ITIL 4 Certification Scheme

ITIL Master						
	ITIL Managing Professional (MP)				ITIL Strategic Leader (SL)	
Managing Professional (MP) Transition	ITIL Specialist Create, Deliver & Support	ITIL Specialist Drive Stakeholder Value	ITIL Specialist High Velocity IT	ITIL Strategist Direct, Plan & Improve	ITIL Strategist Direct, Plan & Improve	ITIL Leader Digital & IT Strategy
	ITIL Foundation					

- ■ 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

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TRANSITION OPTIONS FROM ITIL V3 TO ITIL 4

Current Certification: ITIL Foundation (any version)

The recommended approach is to take ITIL 4 Foundation 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.

Current Certification: ITIL Intermediate/Practitioner (3 or 4 credits achieved)

There are two recommended options to transition to ITIL 4 dependent on the goal.

OPTION 1: Achieve 17 credits from ITIL v3 to become eligible to take the ITIL MP Transition module.

BENEFITS: Continue from today and fast track past v3 Managing Across the Lifecycle.

OPTION 2: Take ITIL 4 Foundation and further modules in areas of interest, becoming an ITIL Specialist, Strategist and/or Leader.

Current Certification: ITIL Intermediate/Practitioner (6 or more credits achieved)

Continue collecting v3 credits to prepare for an easy transition to ITIL 4 and gain the ITIL MP designation.

Gain 17 credits and take the ITIL MP Transition module.

Current Certification: ITIL v3 Expert

Take the ITIL MP Transition module as soon as it is released. Professionals who pass will then only need to take one module to become an ITIL SL.

ITIL Intermediate and Practitioner

Why continue collecting ITIL v3 credits?

ITIL v3 Intermediate and Practitioner modules play a key role for those professionals who want to transition to ITIL 4.

Professionals continuing their journey to Expert will gain valuable skills to help their organization continue to evolve. And those who achieve 17 credits can take the transition module as soon as it is released.

ITIL Practitioner content is also reflected in ITIL 4, and its guiding principles have evolved to help professionals adopt and adapt ITIL guidance.

ITIL®

Continue collecting your Intermediate credits today.
Find a training provider at

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GLOBAL BEST PRACTICE