

WHAT IS...?

ITIL® 4 Certification Scheme

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Overview – The ITIL 4 Certification Scheme

We are in a time of unprecedented change, characterized by the digital transformation of our world. This positions IT service management (ITSM) as a key strategic capability.

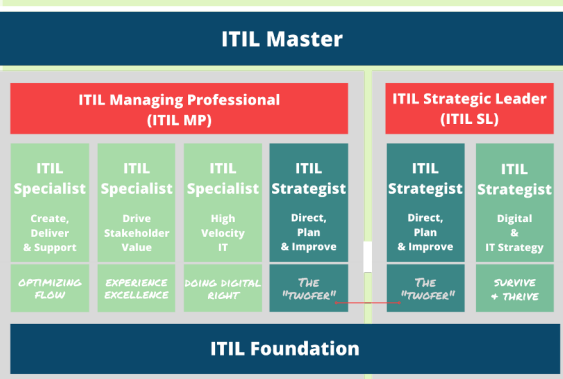
ITIL 4, first introduced in 2019, reshapes established ITSM practices in the wider context of customer experience, value streams, digital transformation and systems thinking, as well as embracing new ways of working, such as **Agile**, **Lean** and **DevOps**. *Click [here](#) to read more about ITIL 4 best practices, this document covers the certification scheme.*

The ITIL 4 certification scheme provides a module approach to the ITIL framework. This approach allows candidates to gain the skills and knowledge needed to understand the core concepts of ITIL 4. It also provides a clear transition journey from the ITIL v3 scheme, which is being retired starting July 2021.

There are 4 levels within the ITIL 4 certification scheme:

- **Foundation**
- **Managing Professional**
 - Stream of 4 modules
- **Strategic Leader**
 - Stream of 2 modules
- **Master**
 - Details TBA

The follow sections provide additional details about the modules, designations associated with this scheme and advice and options for transitioning from ITIL v3.



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Transitioning from ITIL v3 to ITIL 4 Certification

The ITIL 4 certification scheme provides a clear transition journey from the ITIL v3 scheme.

To Bridge or Not to Bridge

It is worth noting that there is *not* a Foundation-level bridge from ITIL v3 to ITIL 4 as there has been in the past. Key reasons include multiple factors:

- ITIL 4 Foundation introduces a significant number of new concepts
- Changes to existing ITIL terms and concepts are subtle but critically important
- The differences will be expanded upon and covered in more depth as we move to the higher-level courses and so establishing a solid foundation is key
- ITIL 4 Foundation introduces how ITIL aligns with Agile, Lean and DevOps concepts

There is a transition (bridging) opportunity to the Managing Professional designation that is available to ITIL Experts and individuals who hold 17 credits in the ITIL v3 scheme in the form of the Managing Professional Transition module (discussed below).

Individuals holding less than 17 ITIL v3 credits beyond Foundation may opt to take ITIL 4 Foundation and a further module in their preferred area of interest in the ITIL 4 scheme, becoming either an ITIL Specialist, Strategist or Leader (discussed below)

Important note: AXELOS, the owners of ITIL, has published the following schedule for discontinuing ITIL v3 certification exam availability.

- ITIL v3 Foundation (English) to be discontinued as of July 2021
- ITIL v3 Intermediates (English) to be discontinued as of January 2022
- ITIL 4 Managing Professional Transition exam (English) to be discontinued as of July 2022

Rest assured, whichever option you choose to take, your existing ITIL certifications will not expire.



Read the ITSM Professor's blogs about ITIL 4 best practices.

A few of our favorites:

- [We're Good With ITIL v3... or Are We?](#)
- [Adapting ITIL V3 Processes to ITIL 4 – Practices for the REAL WORLD!](#)

Search the blog for *many* more

ITIL 4 Managing Professional Transition

Individuals who hold either the ITIL Expert qualification or who already hold 17 credits from the ITIL v3 certification scheme are eligible to take the [ITIL Managing Professional Transition](#) module. In other words, individuals who hold 17 credits from the ITIL v3 scheme should choose to fast-track past the Managing Across the Lifecycle (MALC) class and exam and opt to take the ITIL Managing Professional Transition instead.

To be granted the Managing Professional (MP) designation, qualified individuals must

- Complete the ITIL 4 Managing Professional Transition certification course
- Pass the associated exam

Note: The ITIL 4 Managing Professional Transition exam will be discontinued as of July 2022.

Note: To achieve the ITIL Strategic Leader designation, these individuals will need to take and pass only the Digital and IT Strategy course.



All **ITIL 4 training courses** are available at ITSM Academy. ([Download](#) our catalog)
We develop our courses in-house, led by our Curriculum Development Manager, Donna Knapp.
Donna also serves as the ITIL 4 Lead Examiner for AXELOS.

ITIL Foundation

The **ITIL 4 Foundation** certification is designed as an introduction to ITIL 4 and enables candidates to look at service management through an end-to-end operating model for the creation, delivery and continual improvement of technology-enabled products and services.

The certification can help:

- Those who require a basic understanding of the ITIL framework
- Those who want to understand how ITIL can be used to enhance IT service management
- IT professionals or others working within an organization that has adopted ITIL
- Anyone who has an interest in IT service management

The learning objectives of ITIL 4 Foundation include an understanding of:

- How value creation is enabled through services
- The ITIL service value system
- The ITIL service value chain
- The four dimensions of service management
- The ITIL guiding principles
- The ITIL practices

For ITIL 4 Foundation, training is delivered by AXELOS Accredited Training Organizations and can take many different forms:

- In the physical classroom, a typical ITIL Foundation class lasts two and a half days and the examination takes place at the end of the training (although the exact date and time of the exam will vary).
- In the **virtual classroom**, the number of classroom days and hours will vary. The exam is taken as an online, proctored exam at a date and time of the candidate's choosing.
- Candidates can also self-study for the ITIL 4 Foundation exam or chose an eLearning option.

Individuals who pass the ITIL 4 Foundation exam are then free to pursue advanced classes in either the:

- ITIL Managing Professional stream
- ITIL Strategic Leader stream

To learn more about the individual classes, please download a copy of our ITIL 4 Training Catalog

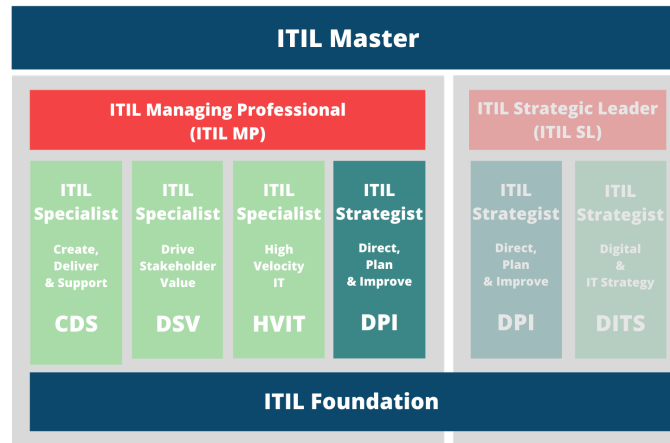


ITIL Managing Professional Stream

ITIL Managing Professional (ITIL MP) is a stream of four modules that targets IT practitioners working within technology and digital teams across businesses. This stream provides practical and technical knowledge about how to run successful IT enabled services, teams and workflows.

Individuals who complete all four of the modules that comprise this stream, or (when qualified) who successfully complete the ITIL 4 Managing Professional Transition module will automatically be granted the designation 'ITIL Managing Professional'.

The four modules are:



Certification	Focus Area
ITIL Specialist: Create, Deliver and Support (CDS)	Core service management activities and the integration of different value streams and activities to create, deliver and support IT-enabled products and services.
ITIL Specialist: Drive Stakeholder Value (DSV)	The customer journey and engaging with stakeholders, driving demand and co-creating value with the customers and consumers of products and services.
ITIL Specialist: High Velocity IT (HVIT)	A strong emphasis on new ways of working and new technologies, including how an organization that has a high-velocity environment is different than a traditional IT environment.
ITIL Strategist: Direct Plan and Improve (DPI)	Directing or planning action based on a defined strategy along with a strong emphasis on continual improvement. Note: This universal module is required for both the Managing Professional and Strategic Leader streams.

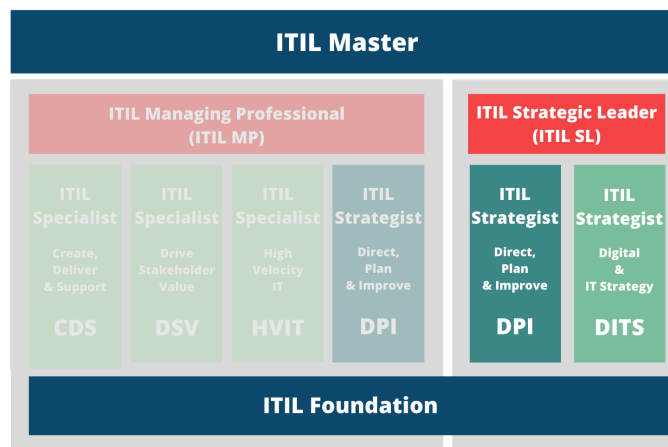
If candidates have no intention of pursuing the ITIL Managing Professional designation, they can take only the modules most relevant to their area of practice or interest. This will enable candidates to show that their ITIL knowledge is current and also to take a deep-dive into a particular specialism related to their field.

Alternatively, candidates can pursue the ITIL Strategist or ITIL Leader modules.

ITIL Strategic Leader Stream

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

The two modules are:



Certification	Focus Areas
ITIL Leader: Digital and IT Strategy (DITS)	Creating an IT strategy, how IT impacts the business strategy or the digital transformation journey, and the challenges that leaders and department heads are facing.
ITIL Strategist: Direct Plan and Improve (DPI)	Providing a strategy and vision and a strong emphasis on planning and continual improvement. Note: This universal module is required for both the Managing Professional and Strategic Leader streams.

Individuals who complete both of the modules that comprise this stream, or individuals who hold the Managing Professional designation who successfully complete the Digital and IT Strategy module will automatically be granted the designation 'ITIL Strategic Leader'.

The Journey to ITIL 4

We hope this document about the certification scheme has been helpful, but ITIL is about so much more than training classes and exams. COVID-19 has taught us all that the need for organizations to undergo a digital transformation is paramount to survival and that's why your existing ITIL 3 best practice processes might no longer be serving your organization.

ITIL 4 reshapes established IT service management (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 Agile, Lean, and DevOps.

How individuals and organizations transition from ITIL v3 to ITIL 4 will vary. A few key considerations:

- Honor the past (but don't be bound to it)
 - Leveraging previous versions of ITIL have served you well and will continue to serve you well as you go forward
- Accept your currently reality
 - Draw from any and all frameworks, methods (Agile, Lean, DevOps, and yes, versions of ITIL) to continually improve
 - ITIL 4's **Guiding Principles** provide practical guidance that individuals and organizations can use to adapt ITIL to their current circumstances, needs and goals - [download the poster](#)
- Look to the future
 - Take advantage of [webinars](#), and other educational offerings such as our [What is ITIL 4?](#) white paper that provide insight into the key concepts of ITIL 4
 - Leverage **'My ITIL'**, which is an online subscription offered by AXELOS that provides access to templates, toolkits and resources designed to help you apply best practice in the workplace

A free one-year subscription to My ITIL is included with every ITSM Academy ITIL 4 exam.

- Develop a plan
 - We have resources that can help you and/or your organization evolve to ITIL 4

An individual's plan can consider his or her current or desired job role, career goals and areas of interest. An organization's plan can consider its education goals and how that those support its current and future needs.

A key is to ensure that you and your team get the education needed, when it is needed, and that the education meets your current circumstances and goals. Simply put...

Just Keep Learning!!!

...in our classrooms or yours. Remember, we are here to help. From our multitude of free rescoures to our corporate training offerings as well as a variety of public training [passes and learning credits](#) that can be redeemed for discounted pricing.

Contact us to schedule time with a subject matter expert.

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Additional Resources:

- [ITSM Professor Blog](#) - a WEALTH of knowledge published weekly, since 2008
- [Webinar Archives](#) - Monthly since 2007
- [ITSM Academy Resource Center](#)



ITSM Academy

We are a female owned small business, established in 2004. Our extensive catalog includes accredited and sustainable ITIL®, DevOps, Process Design (CPDE), Agile Service Management, Site Reliability Engineering (SRE), Value Stream Mapping (VSM) and Experience Level Agreement (XLA) training and education. Our business values are founded on trust, loyalty, professionalism and long term relationships. *...educate and inspire* is not just our corporate slogan, it speaks to our core mission and goal.

 Follow our founder and CEO, Lisa Schwartz, on [LinkedIn](#) and [Twitter](#).

Instructors

Every ITSM Academy instructor is certified to the highest levels in the areas they train. They have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real-life stories and scenarios. Using the highest quality content, this engaging training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

Accreditations

All of ITSM Academy's Certification Courseware is developed in-house and is accredited by independent, international organizations.

Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our Subject Matter Expertise.

Courseware Licensing

In addition to our public and corporate/onsite training, our Courseware - *which we develop in-house* - is available for licensing under our flexible Licensing Program, including Train-the-Trainer (for qualifying organizations).

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Portal - extends the classroom experience for our learners and provides everything our authorized trainers need to prepare for and teach our classes.

Professional Education Hours (PDUs/CPEs/CEUs):

ITSM Academy is proud to make it possible for individuals who attend our classes to earn professional education hours. (e.g., PDUs, CPEs, CEUs). These professional education hours can be submitted to associations such as the Project Management Institute and ISACA, if applicable.



[The Story of the Academy](#)

Today, ITSM Academy is widely recognized for its expertise in multiple IT frameworks (ITIL, DevOps, Agile Service Management, Lean) and, more importantly, how they work together. But that's not where we started.

The founders of ITSM Academy "grew up" in