

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 service management as a key strategic capability.

ITIL 4, first introduced in 2019, reshapes established service management practices in the wider context of customer experience, value streams, digital transformation and systems thinking, as well as embracing modern ways of working, such as [Agile](#), [Lean](#), [DevOps](#), and [Site Reliability Engineering](#) (SRE).

The ITIL 4 certification scheme can be adapted to the learning requirements of individuals and organizations. It uses a modular, tiered approach that can be used to develop a comprehensive view of service management or to focus on specific areas of knowledge.

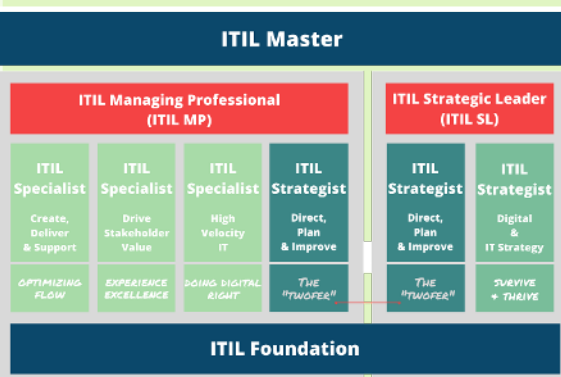
Levels within the ITIL 4 certification scheme include:

- **Foundation**
- **Managing Professional**
 - Stream of 4 modules
- **Strategic Leader**
 - Stream of 2 modules
- **Master**
 - Designation (see criteria below)

The scheme also includes **Extension modules** and **practice-based modules** that provide organizations and professionals with the guidance needed to address specific challenges and seize improvement opportunities.

Note: ITIL 4 certifications require renewal every three years.

Click [here](#) to learn more about the PeopleCert Continuing Professional Development (CPD) program.



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 service management
- IT professionals or others working within an organization that has adopted ITIL
- Anyone who has an interest in 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 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



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 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 (who successfully completed the ITIL 4 Managing Professional Transition module (now retired)) are automatically granted the 'ITIL Managing Professional' designation.

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, both of which are part of the ITIL Strategic Leader stream.

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 and who successfully complete the Digital and IT Strategy module will automatically be granted the designation 'ITIL Strategic Leader'.

ITIL 4 Extension Module Certifications

The **ITIL 4 Extension Modules stream** is a set of modules that are designed to help individuals develop the skills needed for the challenges of the future. This set of modules explores emerging technologies and how these technologies are impacting organizations' ways of working. These modules allow individuals to learn about ITIL concepts, develop an understanding of relevant ITIL 4 guidance and enable career development opportunities.

[Click here to learn about existing ITIL 4 Extension Modules.](#)

ITIL Specialist
Acquiring &
Managing
Cloud Services

ITIL Specialist
Sustainability
in Digital and
IT Services

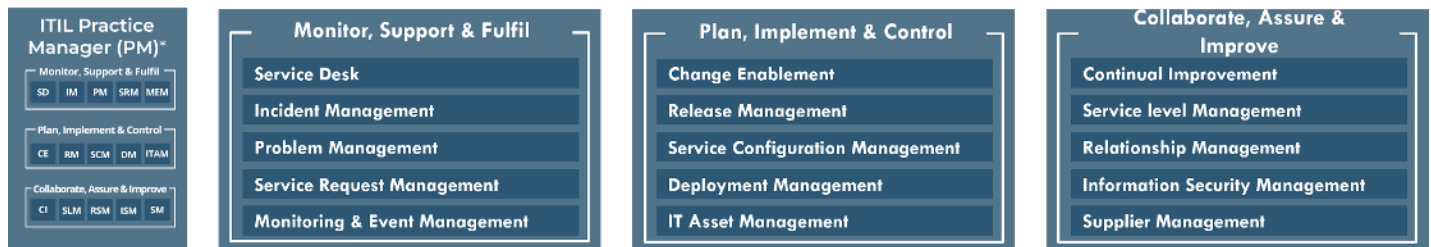
ITIL Specialist
Business
Relationship
Management

ITIL Specialist
IT Asset
Management

ITIL 4 Practice-Based Modules

The **ITIL 4 practice-based modules** provide shorter and more flexible training with the opportunity to mix and match or bundle the modules. One-day individual practice courses are intended for professionals that want to prove and validate their skills in specific practice areas. The practices are also bundled into three-day courses aimed at establishing cross-practice collaboration and effective service value streams.

The 3-day bundled courses include:



To achieve the **ITIL 4 Practice Manager designation**, individuals must complete:

- ITIL 4 Foundation, five individual practices *plus* the ITIL Specialist: Create, Deliver and Support module

- OR -

- ITIL 4 Foundation, a 3-day bundled course *plus* the ITIL Specialist: Create, Deliver and Support module

ITIL Master Designation

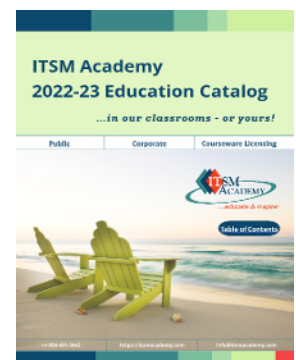
The ITIL 4 Master designation recognizes individuals that have developed a broad base of ITIL knowledge during their training and certification journey and have mastered the full suite of ITIL competencies.

To be awarded the ITIL 4 Master designation, candidates must have achieved the following designations:

- ITIL Practice Manager (PM)
- ITIL Managing Professional (MP)
- ITIL Strategic Leader (SL)

By combining these designations, the ITIL 4 Master demonstrates the capability to apply the principles, concepts, methods and techniques from ITIL in the workplace at strategic, tactical and operational levels.

**To learn more about individual classes,
please visit our [website](#) or download a
copy of our [Education Catalog](#).**



The Journey to ITIL 4

We hope this document about the ITIL 4 certification scheme has been helpful. We want to emphasize though that ITIL is about so much more than training classes and exams. The global pandemic and current economic conditions have taught us that the need for organizations to undergo a digital transformation is paramount to survival.

The principles, practices and guidance offered in ITIL 4 provide a good reference point whether organizations are just getting started with a digital transformation program or are looking to make improvements.

How individuals and organizations transition from previous versions of ITIL or existing ways of working will vary. A few key considerations:

- Honor the past (but don't be bound to it)
 - Leveraging previous versions of best practice frameworks 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 and methods (e.g., Agile, Lean, DevOps, SRE, and yes, all versions of ITIL) to continually improve
 - Use ITIL 4's [Guiding Principles](#) to adapt ITIL to your organization's current circumstances, needs and goals - [download our poster to make them visible](#)
- 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 [PeopleCert's membership program](#) that can be used to log continuing professional development (CPD) points and that also provides access to templates, toolkits and resources designed to help you apply best practice in the workplace such as the ITIL 4 practice guides
- Develop a plan
 - Leverage the Personal Action Plan we include with every class
 - Visit our [Resource Center](#) and check out the many free resources that we provide to help you and your organization evolve and improve

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 they 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, needs and goals. Simply put...

Just Keep Learning!!!

...in our classrooms or yours. Remember, we are here to help. From our multitude of free resources 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.

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 contains accredited and sustainable IT Service Management (ITSM) education and advice including; ITIL®, DevOps, Process Design (CPDE), Agile, Site Reliability Engineering (SRE), Value Stream Mapping (VSM) and Experience Level Agreement (XLA). 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 CXO, Lisa Schwartz, on [LinkedIn](#).

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 and actionable knowledge.

Accreditations

All of ITSM Academy's certification courseware is developed or enhanced in-house and is accredited by independent, international organizations where applicable.



Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our subject matter experts.

Courseware Licensing (all developed or enhanced in house)

In addition to our public and corporate/onsite training, our courseware is available for licensing / co-branding under our flexible licensing program, including Train-the-Trainer (for qualifying organizations).

my.itsmacademy.com (digital portal)

Extends the learning experience with games, videos, exercises, sample exams, and course materials. It also provides instructors a vast repository of information and guidance to successfully prepare for and teach our courses.

Professional Education Hours (CPDs/PDUs/CPEs/CEUs):

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



[Read More](#)

The Story of the Academy

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

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<http://itsmacademy.com>