



ITIL 4 CERTIFICATION SCHEME

SEPTEMBER 2018

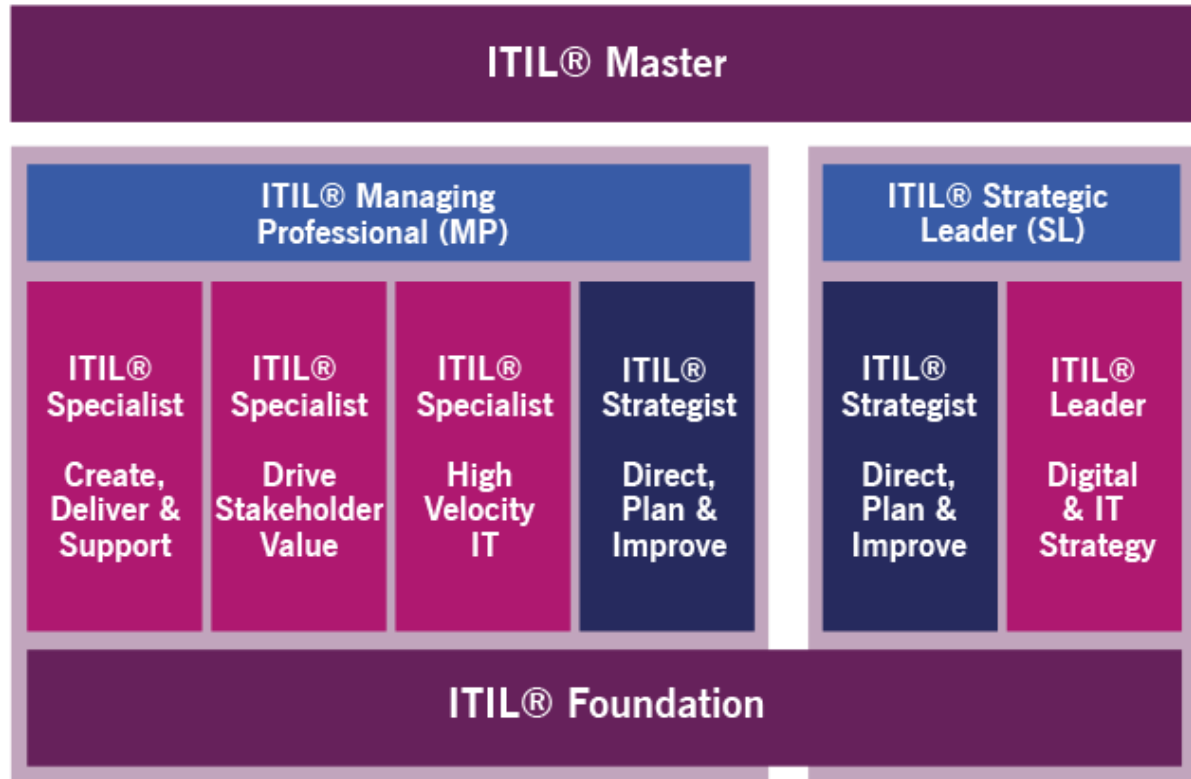
ITIL 4 has been designed to help organizations meet the increasing demand from the current complex digital environment. The new scheme has been designed to be backwards compatible with ITIL v3 and streamlined to encourage conversion beyond ITIL Foundation level.

The ITIL 4 Certification Scheme comprises of the following modules:

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

To obtain the designation ITIL Managing Professional (ITIL MP) or ITIL Strategic Leader (ITIL SL), the professional must complete all modules in each stream, with ITIL Strategist being a universal module for both streams.

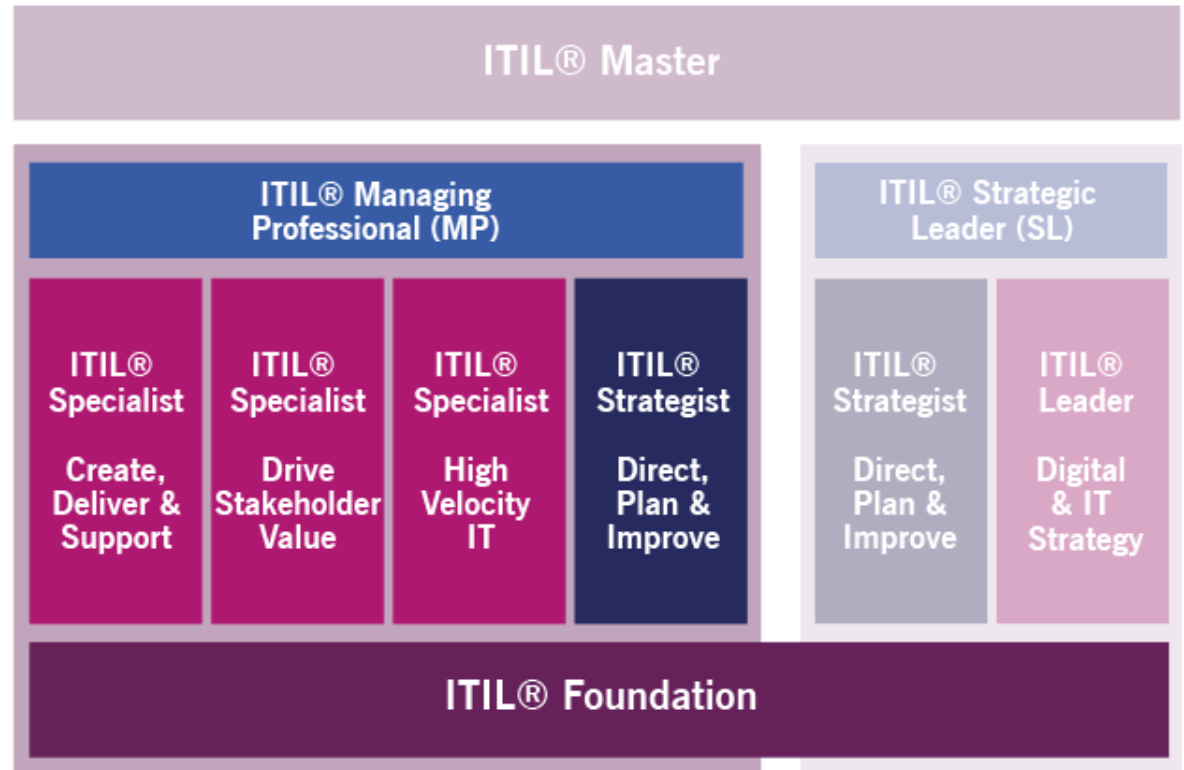
- ITIL 4 Foundation will be released in Q1 2019.
- ITIL 4 Foundation is the entry level certification, offering end-learners a general awareness of the key elements, concepts and terminology used in ITIL 4.
- ITIL 4 Foundation is aimed at entry level IT professionals, those who need a basic understanding 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)



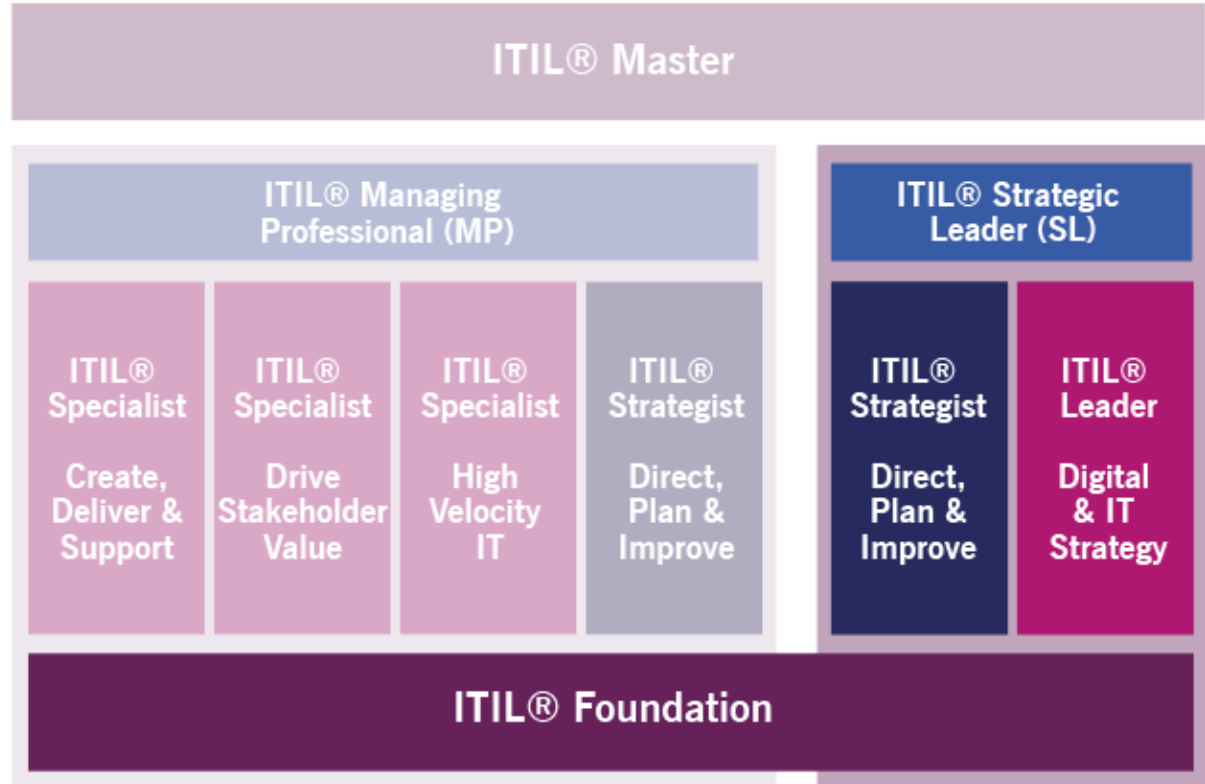
- ITIL Managing Professional (ITIL MP) targets IT practitioners working within technology and digital teams across businesses. The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT projects, teams and workflows.
- ITIL Managing Professional integrates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

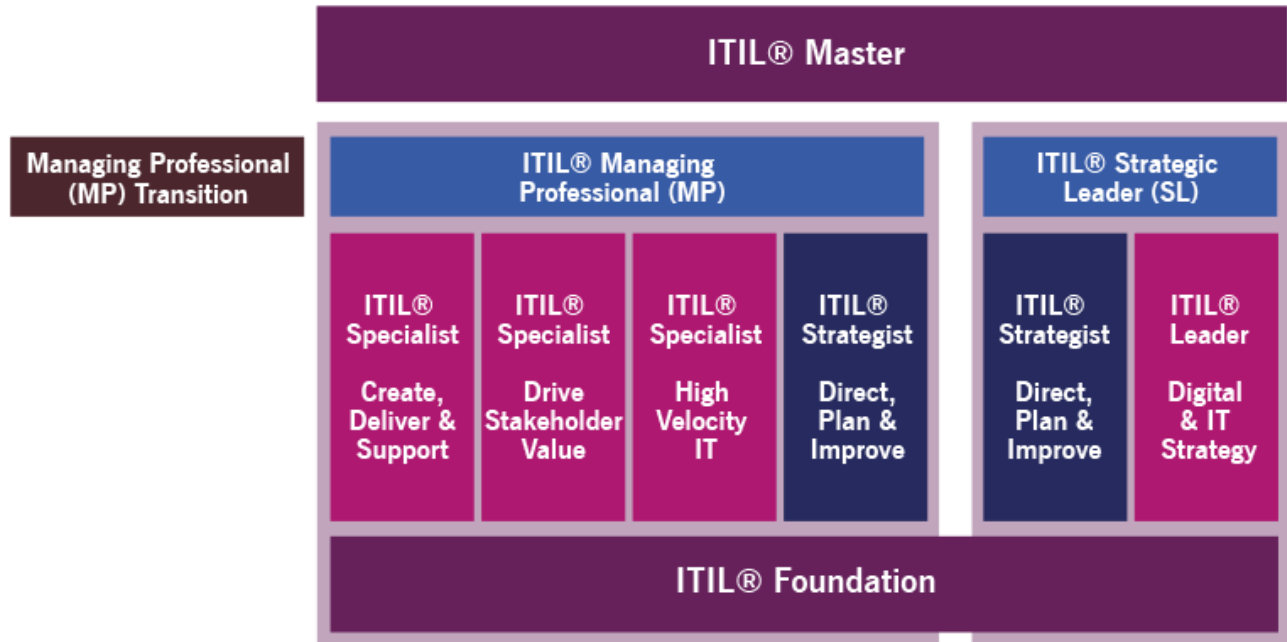


- ITIL Strategic Leader recognises the value of ITIL, not just for IT Operations, but for all digitally enabled services. Becoming an ITIL Strategic Leader (ITIL SL) demonstrates that the professional has a clear understanding of how IT influences and directs business strategy.
- ITIL Strategic Leader integrates the ITIL Strategist Direct, Plan & Improve and ITIL Leader Digital & IT Strategy module. Both modules are valuable independently 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.



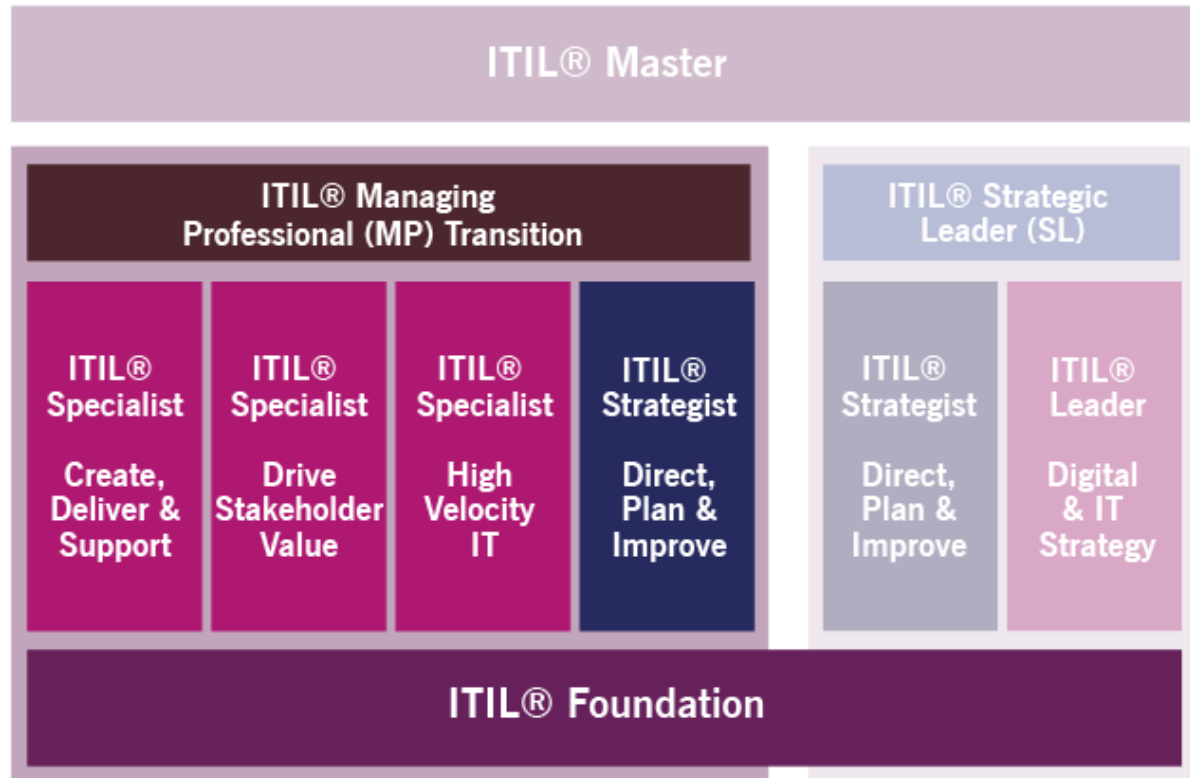
TRANSITION FROM ITIL V3 TO ITIL 4

- We would like to recognise the achievements of individuals who have progressed through the ITIL v3 certification scheme. Therefore, we have created the **ITIL Managing Professional Transition Module**. Successful completion of this module will provide a candidate with the ITIL Managing Professional (ITIL MP) designation.
- The ITIL Managing Professional Transition Module is designed for ITIL v3 candidates who are ITIL Experts or who have achieved 17 credits from across the v3 scheme.
- After achieving the ITIL Managing Professional (ITIL MP) 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 to become eligible for ITIL Master.



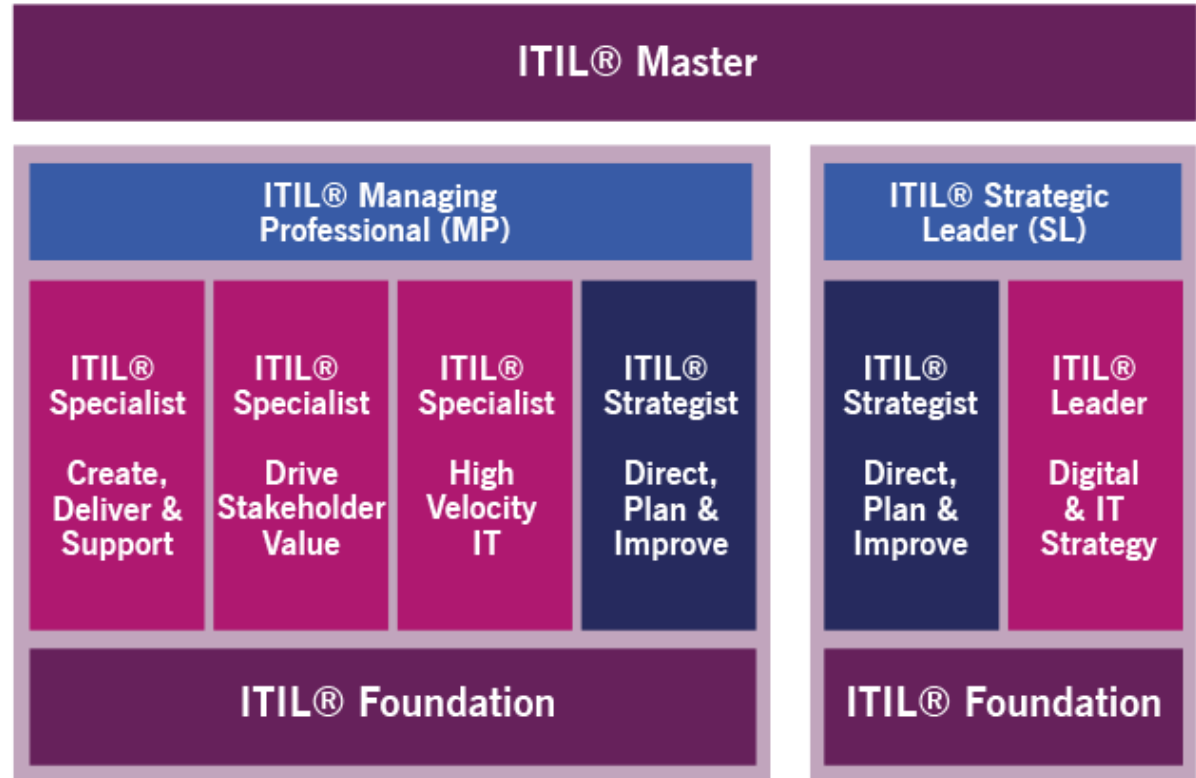
TRANSITION FROM V3 TO ITIL 4

- 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.

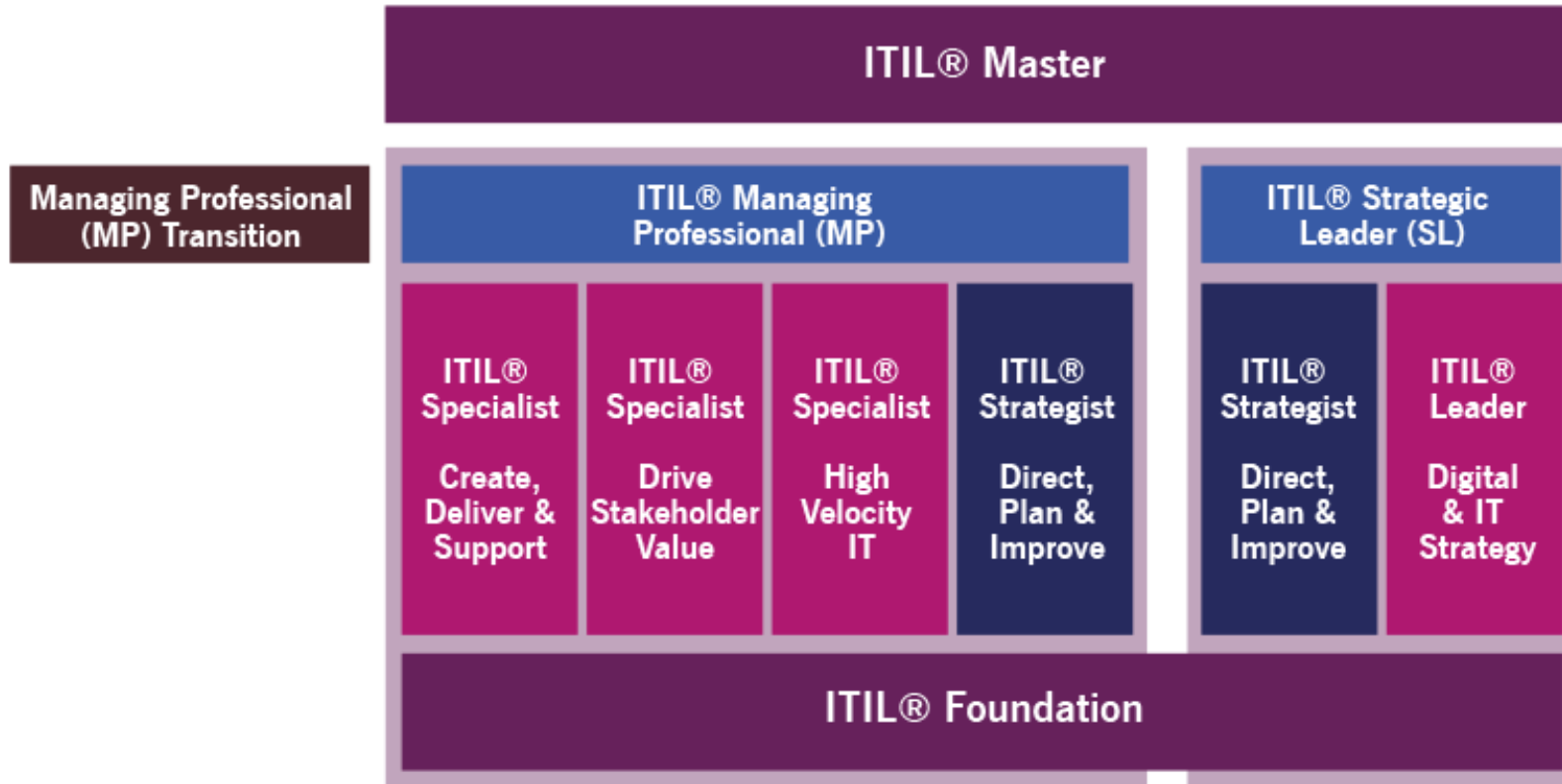


END LEARNER JOURNEY

- 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**.
- More details about ITIL Master will be announced at a later date.



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- 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