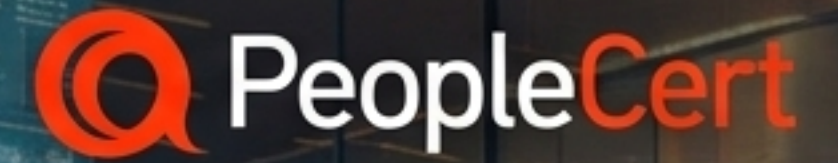


PRAGO



Own the Future. Shape What's Next.

The Ascent to Mastery: Navigating the ITIL
(Version 5) Qualification Scheme

The Landscape Has Changed. Get Ready for What's Next.

The Challenge: Complexity & Risk

90% of organizations use AI in daily operations.

18% have AI governance in place.

Without a unified way of working, organizations face increased risk, slower decision-making, and inconsistent outcomes. Managing digital experiences has never been more complex.

The Solution: The Evolved ITIL



The Shift

Moving from Industry 4.0 (efficiency) to Industry 5.0 (human-centricity, sustainability, resilience).



The Language

Provides a single, shared language to design, manage, and continuously improve digital products and services.

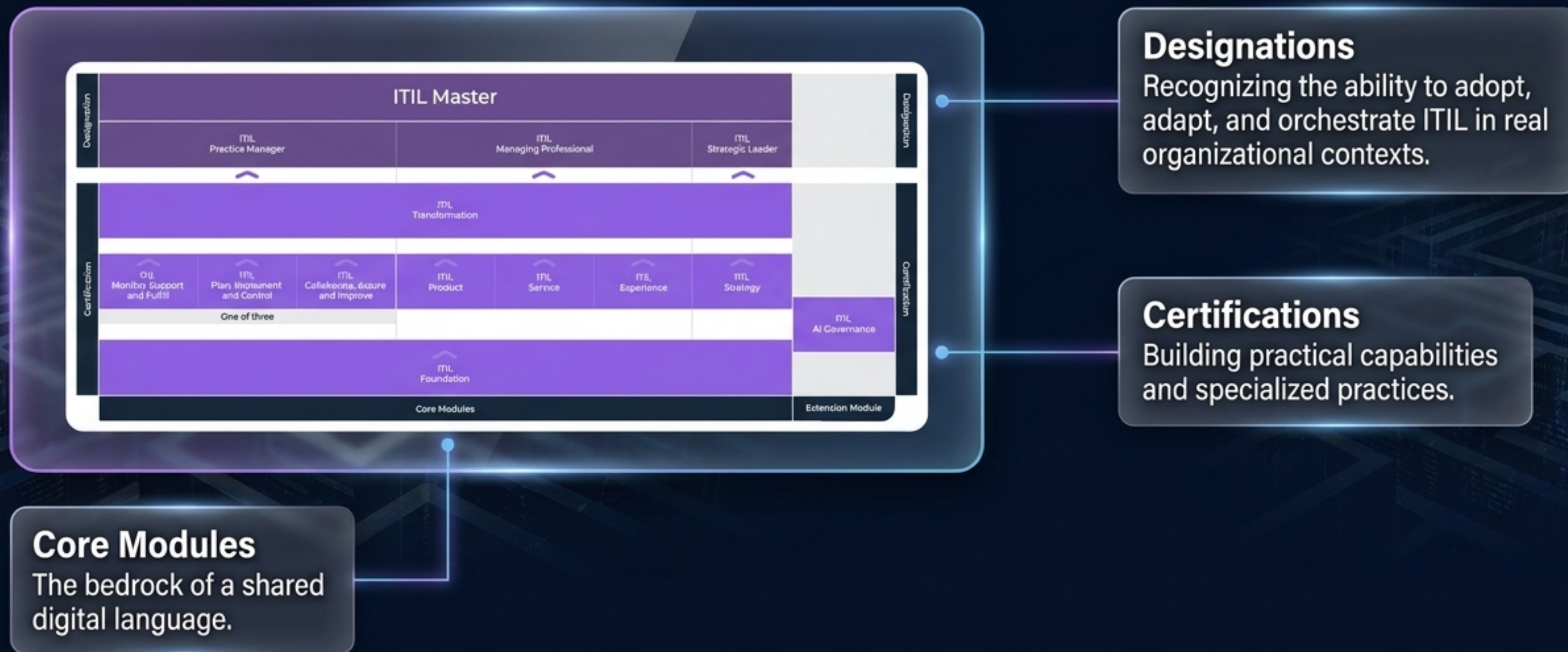


The Promise

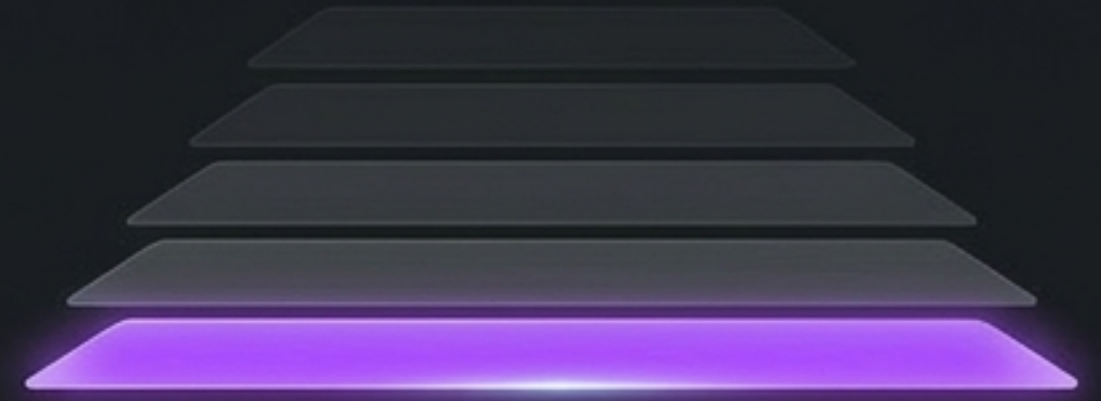
AI-native by design, practical by nature, and essential for every role.

The Qualification Progression Roadmap

A continuous path of capability building—from shared language to enterprise-wide digital strategy.



ITIL Foundation (The Bedrock)



Purpose

To provide the fundamentals of digital product and service management. It establishes

a common language, enabling organizations to manage products holistically across their lifecycle, turn knowledge into action, and integrate digital and AI capabilities responsibly.

Target Audience

Organizations of any size and industry, in both public and private sectors.

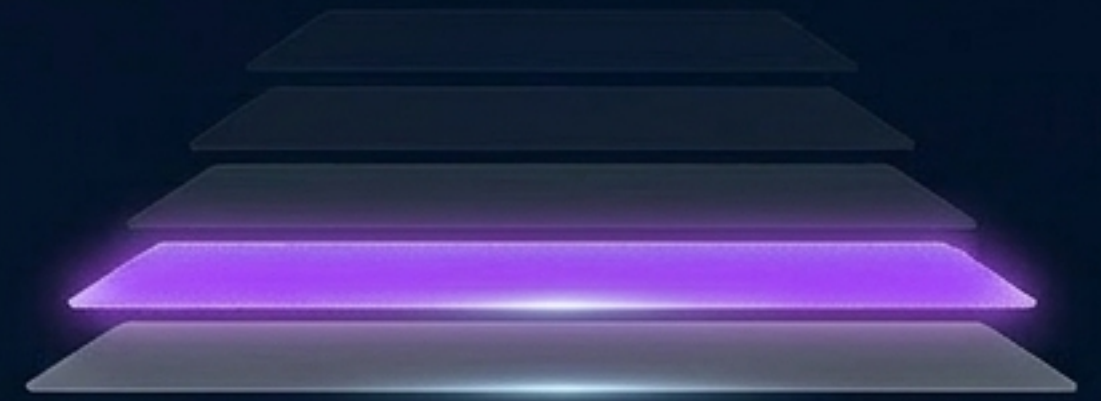
It is no longer just for IT—it is designed to be essential for every role across the entire organization.

Typical Roles

Universal application.

From front-line support and product team members to business analysts, developers, and general operational staff aiming to co-create value.

ITIL Practice Manager (The Specialist)



Purpose

To build deep, practical capabilities. This tier focuses on bringing the ITIL value chain to life by establishing clear value streams and ownership, turning strategy into outstanding, measurable results end-to-end through specialized management practices.

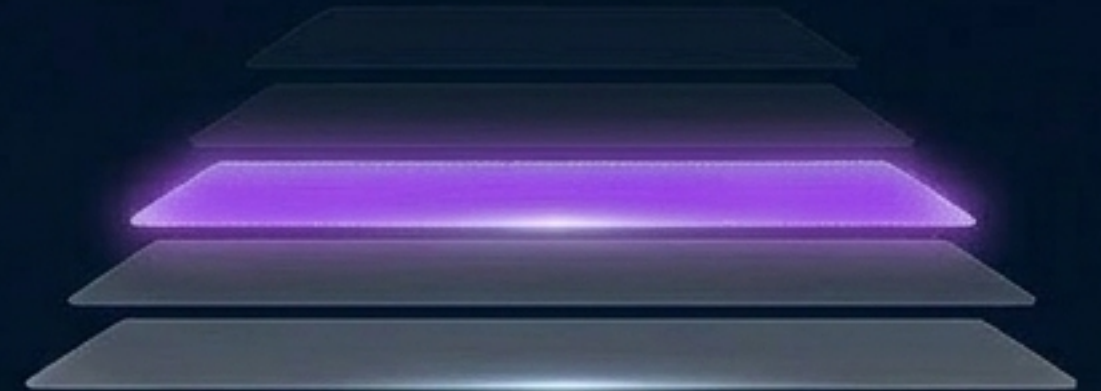
Target Audience

Professionals tasked with executing, managing, and improving specific practice areas or value streams within the organization.

Typical Roles

Practice Leads, Operations Managers, Service Desk Managers, Change Enablement Coordinators, and specialized capability owners.

ITIL Managing Professional (The Orchestrator)



Purpose

To recognize the ability to adopt and adapt ITIL in real organizational contexts. This designation focuses on working across the business, bringing teams together, reducing silos, and enabling the organization to move, deliver, and grow as one cohesive unit.

Target Audience

Practitioners and managers responsible for the end-to-end delivery of digital products and services across multiple teams and departments.

Typical Roles

Product Managers, Service Delivery Managers, IT Directors, Agile Release Train Engineers, and Cross-Functional Team Leaders.

ITIL Strategic Leader (The Visionary)



Purpose

To direct strategy, oversee compliance, and ensure accountability. This tier equips leaders to navigate the complexity of the modern digital landscape, shape organizational direction, and establish the critical AI governance required to deploy technologies responsibly and effectively.

Target Audience

Senior leaders and executives who influence and direct the strategic use of digital technology and ensure alignment with the broader business vision.

Typical Roles

CIOs, CTOs, Digital Transformation Directors, Enterprise Governance Leads, and VP of IT/Digital.

ITIL Master (The Pinnacle)

mini-map



Purpose

The ultimate validation of enterprise-wide capability. It signifies a proven ability to apply the ITIL framework comprehensively, drive sustainable growth, and ensure the organization remains adaptable, human-centric, and future-proof in an ever-changing environment.

Target Audience

Elite professionals and seasoned executives with extensive, verifiable experience in executing complex digital and IT transformations at scale.

Typical Roles

Chief Digital Officers, Senior Enterprise Architects, Global Service Management Heads, and Principal IT Consultants.

Qualification Summary Matrix

| Tier | Focus Area (Purpose) | Typical Roles |
|-----------------------------------|---|---|
| ITIL Foundation | Establish common language & holistic lifecycle view | All Roles (Universal) |
| ITIL Practice Manager | Build specialized capabilities & manage value streams | Practice Leads, Operations Mgrs |
| ITIL Managing Professional | Break silos, orchestrate end-to-end delivery | Product Mgrs, IT Directors |
| ITIL Strategic Leader | Direct digital strategy & ensure AI governance | CIOs, Digital Transformation Directors |
| ITIL Master | Validate enterprise-wide, future-proof transformation | Chief Digital Officers, Enterprise Architects |

Your Ascent Begins Here.

Equip your teams with the Global Best Practice framework for Digital Product and Service Management. Whether you are establishing a common language or driving enterprise-wide digital strategy, PRAGO is your partner for what's next.

Connect with our experts to map your organization's ITIL journey.

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