

A nighttime aerial view of a city skyline, likely Hong Kong, with numerous illuminated skyscrapers and a waterfront area. The image is overlaid with semi-transparent geometric shapes in shades of blue, purple, and pink.

ITIL[®] 4 CO-CREATE VALUE AND DRIVE BUSINESS SUCCESS IN THE DIGITAL ERA

ITIL 4 CERTIFICATION SCHEME EXPLAINED





A TIME OF UNPRECEDENTED CHANGE

Organizations are facing unprecedented challenges and increasing demand brought about by the emergence of new technologies. This new digital era is known as the 'Fourth Industrial Revolution', characterized by the digital transformation of our world and the unavoidable interaction between humans, digital technologies and physical assets.

The Fourth Industrial Revolution is creating an increasingly fast-paced and complex environment, requiring organizations to be more agile, better equipped to adapt what they do, and ready to adopt new ways of working to succeed.

ITIL 4: THE EVOLUTION OF ITIL – HELPING YOU TACKLE THE DISRUPTION

ITIL is the most widely recognized framework for IT enabled services in the world, and has been providing comprehensive, practical and proven guidance to 90% of Fortune 500 companies for over 30 years.

ITIL 4 provides a flexible end-to-end IT and digital operating model for the delivery and operation of tech-enabled products and services.

ITIL 4 has already helped many successful organizations to create valuable outcomes to meet increasing customer demands. Trailblazers and digital innovators such as Spotify and Vodafone are already seeing increased efficiency and customer satisfaction as a result of ITIL 4 methods.

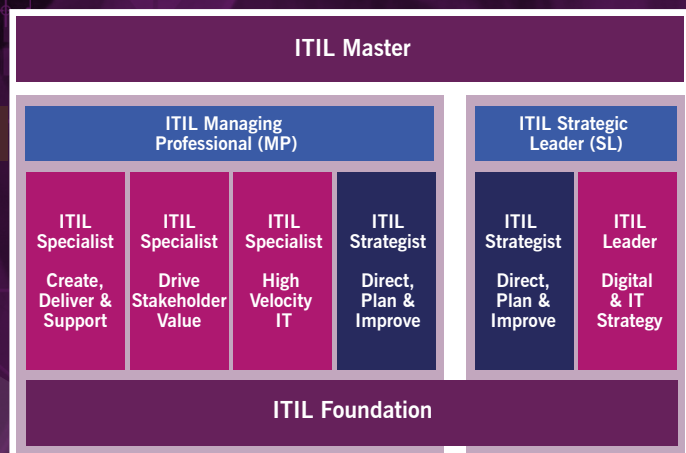
ITIL 4: DEVELOP ESSENTIAL SKILLS FOR THE DIGITAL ERA

The ITIL 4 framework consists of seven core modules:

- ITIL 4 Foundation
- ITIL 4 Specialist: Create, Deliver and Support (CDS)
- ITIL 4 Specialist: Drive Stakeholder Value (DSV)
- ITIL 4 Specialist: High-velocity IT (HVIT)
- ITIL 4 Strategist: Direct, Plan and Improve (DPI)
- ITIL 4 Leader: Digital and IT Strategy
- ITIL 4 Master

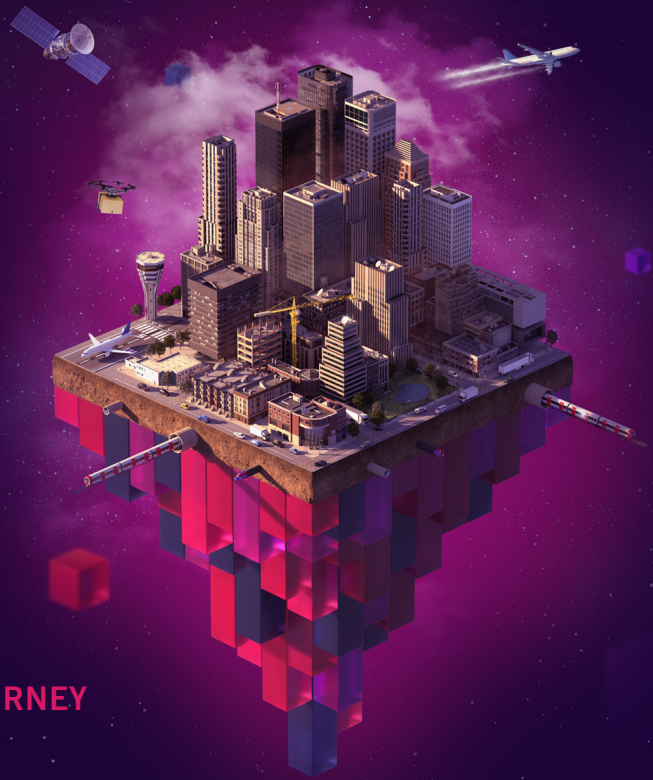
Managing Professional (MP) Transition

- 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



ITIL 4 FOUNDATION

THE BUILDING BLOCKS OF ITIL 4 AND STEP ONE OF YOUR ITIL 4 JOURNEY



Introduction

ITIL 4 Foundation has been designed as an introduction to ITIL 4 and enables candidates to look at IT service management through an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

ITIL 4 Foundation is for anyone working within the IT function who needs to understand the key concepts of IT and digital service delivery and is interested in helping their organization address new service management challenges. It is for professionals at the start of their ITIL 4 journey or those looking to upgrade their existing ITIL knowledge.

ITIL 4 Foundation will help you to:

- Discover a new operating model to enable value co-creation with customers
- Deliver faster, valuable outputs that meet business outcomes and customer needs
- Increase speed and efficiency through value stream thinking
- Understand how IT impacts strategy and how professionals can utilize the four dimensions of service management in a wider business context
- Use the guiding principles to navigate change, streamline work and introduce flexible and collaborative working practices
- Integrate key concepts from Lean IT, Agile and DevOps and their importance in delivering business value
- Learn the common language of IT-enabled service delivery, accepted worldwide.

HOW DOES IT WORK?

Candidates must first take ITIL 4 Foundation before they can embark on their journey through the ITIL 4 Specialist, Strategist or Leader higher level modules – to achieve the ITIL 4 Managing Professional, ITIL 4 Strategic Leader or ITIL Master designations.



ITIL 4 MANAGING PROFESSIONAL (MP) STREAM

Introduction

The Managing Professional (MP) stream provides practical and technical knowledge about how to run successful IT and digitally-enabled services, teams and workflows.

In order to achieve the ITIL 4 MP designation, professionals must be certified in ITIL 4 Foundation and all of the following four modules:

- ITIL 4 Specialist: Create, Deliver and Support (CDS)
- ITIL 4 Specialist: Drive Stakeholder Value (DSV)
- ITIL 4 Specialist: High-velocity IT (HVIT)
- ITIL 4 Strategist: Direct, Plan and Improve (DPI)
– UNIVERSAL MODULE

ITIL 4 STRATEGIC LEADER (SL) STREAM

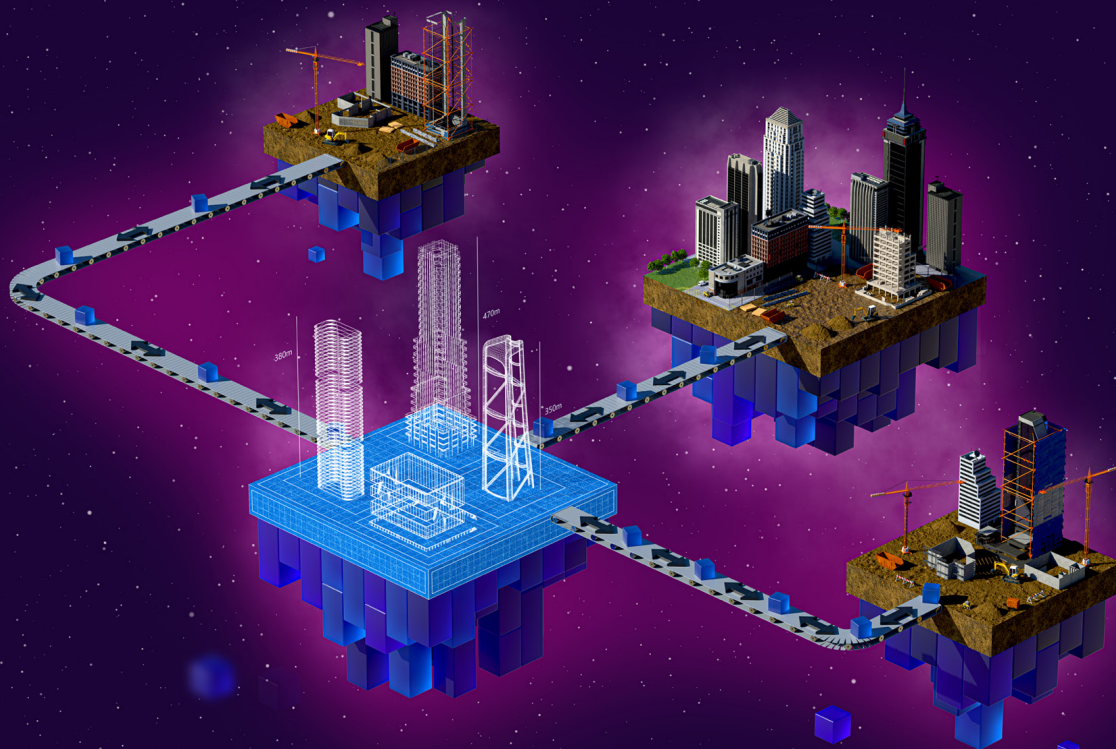
Introduction

ITIL 4 Strategic Leader (SL) recognizes the value of ITIL, not just for IT operations, but for all digitally-enabled services.

In order to achieve the ITIL 4 SL designation, professionals must be certified in ITIL 4 Foundation and the following two modules:

- ITIL 4 Strategist: Direct, Plan and Improve (DPI) – UNIVERSAL MODULE
- ITIL 4 Leader: Digital and IT Strategy (DITS)





ITIL 4 SPECIALIST: CREATE, DELIVER AND SUPPORT (CDS)

THE 'ENGINE ROOM' OF THE I.T. AND DIGITAL FUNCTION

Introduction

This specialist module is for IT practitioners and leaders who manage the operation of IT-enabled and digital products and services. CDS helps professionals who are responsible for service delivery, including development, deployment, and monitoring and support, and assuring that services are delivered and supported according to agreed levels.

ITIL 4 CDS will help you to:

- Improve existing processes
- Effectively manage IT teams
- Optimize value streams and workflows
- Align digital services with business strategy
- Develop services to meet demand
- Integrate new technologies
- Embed Lean, Agile, DevOps ways of working.



ITIL 4 SPECIALIST: DRIVE STAKEHOLDER VALUE (DSV)

ENSURING I.T. AND DIGITAL SERVICES DELIGHT

Introduction

This specialist module is for IT professionals who are responsible for managing and interfacing with stakeholders, and fostering relationships to gain value realization. DSV is beneficial to those who design or manage customer journeys and experiences, and manage customer demands and expectations.

ITIL 4 DSV will help you to:

- Effectively manage all stakeholders
- Build trusted relationships
- Shape customer demand
- Optimize user experience and customer experience
- Embed effective design thinking.



ITIL 4 SPECIALIST: HIGH-VELOCITY IT (HVIT)

THE FUTURE OF I.T. AND DIGITAL SERVICES

Introduction

This specialist module is for IT managers and practitioners working within or towards the delivery of digital products and services. HVIT will help anyone involved in digital services or working on digital transformation projects; and those working in or migrating to Lean, Agile or DevOps ways of working or highly automated environments.

ITIL 4 HVIT will help you to:

- Converge business goals with IT
- Embed complex and adaptive systems
- Bridge the development and operations gap
- Improve performance with Lean, Agile and DevOps methods
- Increase the speed and quality of services
- Make value-creating digital and IT investments.



ITIL 4 STRATEGIST: DIRECT, PLAN AND IMPROVE (DPI)

BRINGING I.T. AND DIGITAL STRATEGIES TO LIFE

Introduction

This strategist module is for IT and digital managers of all levels involved in aligning work to organizational strategy or developing a continually improving team or service. DPI will help anyone involved in planning work, improving products and managing organizational change, and those responsible with interfacing with governance, risk and compliance.

ITIL 4 DPI will help you to:

- Drive organizational change
- Encourage a culture of continual improvement
- Ease decision making
- Support change management
- Minimize disruption
- Innovate while remaining compliant.



CAREERS ARE BUILT ON ITIL

Want to explore ITIL 4 in more detail?

We have a wealth of information about ITIL 4 for professionals, including whitepapers, blogs, case studies and more.

Visit: [AXELOS.com/ITIL-4-what-you-need-to-know](https://www.axelos.com/ITIL-4-what-you-need-to-know) to discover more

Ready to take the next step?

Visit: [AXELOS.com/essential-skills-for-the-digital-era](https://www.axelos.com/essential-skills-for-the-digital-era) where you can learn more, find a training provider, book an exam or purchase an ITIL 4 manual for any of the ITIL 4 Foundation or MP modules.

ITIL practices

What is currently known in ITIL v3 as “processes” are being expanded to consider other elements such as culture, technology, information and data management, and more.

This holistic vision of a way of working is known as a “practice” in ITIL 4, and forms a fundamental part of the ITIL 4 framework.

The ITIL practices are a set of organizational resources designed for performing work or accomplishing an objective.

The content produced for the practices will serve as a toolbox to IT practitioners and are interrelated to the four core publications that comprise ITIL 4 Managing Professional stream.

My ITIL

My ITIL is the AXELOS subscription service to help practitioners with continued professional development.

As a My ITIL subscriber, you will have exclusive access to the ITIL 4 practices and a range of templates, toolkits and resources to apply ITIL best practice and excel in your career. Visit: [AXELOS.com/my-axelos/my-til](https://www.axelos.com/my-axelos/my-til) to sign up.

Anyone who takes an ITIL exam will receive a one-year subscription to My ITIL.

ALREADY AN EXPERIENCED ITIL PROFESSIONAL?

Did you know that you can fast-track your career to the ITIL 4 Managing Professional designation? If you are an ITIL Expert or have a minimum of 17 ITIL v3 credits, you are eligible to take the ITIL 4 Managing Professional Transition Module.

This specially designed module combines key concepts from ITIL 4 Foundation and the

ITIL 4 Managing Professional core modules into one succinct course and exam.

Visit: [AXELOS.com/be-an-ITIL-4-trailblazer](https://www.axelos.com/be-an-ITIL-4-trailblazer) and be amongst the first ITIL 4 Managing Professionals.







The future is built on ITIL.

For more information on ITIL 4:

[AXELOS.com/
ITIL-4-what-you-need-to-know](https://www.axelos.com/ITIL-4-what-you-need-to-know)

Start your ITIL 4 journey:

[AXELOS.com/
essential-skills-for-the-digital-era](https://www.axelos.com/essential-skills-for-the-digital-era)

Experienced ITIL professionals:

[AXELOS.com/
be-an-ITIL-4-trailblazer](https://www.axelos.com/be-an-ITIL-4-trailblazer)

