

IT SM HUB

Think Potential

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Would you and your organisation benefit from ITIL 4 certification?

You might already think that you would or, if ITIL is new to you, you might wish to find out more about what ITIL certification is and how it helps. Either way, this paper covers what ITIL is, the associated ITIL 4 qualifications, and how ITIL adoption benefits different types of service management – including IT service management (ITSM) – roles and their organisations.

What ITIL 4 is

ITIL 4 is the latest version of the global service management best practice framework that was first published in 1989. The new best-practice publications and qualifications were released across 2019 and 2020, with the previous version – ITIL v3 – now being retired at the end of 2021.

ITIL is officially described as:

**ITIL is the most widely adopted
Best Practice Framework
for IT-enabled services in the world.**

Source: <https://www.axelos.com/itil>

It's important to recognise that ITIL is guidance, not a standard, with it designed for organisations to use only what they need via an “adopt and adapt” approach (rather than trying to adopt all 34 ITIL 4 practices “to the letter”). Thus, organisations can't become ITIL certified or “ITIL compliant”.

Instead, individuals become ITIL certified and then use what they've learned, possibly with third-party assistance, to bring ITIL best practices into their organisation. This can be both within IT and across the other business functions within the organisation.



The drivers for ITIL 4 certification

As already mentioned, ITIL 4 certification – and the qualifications are explained shortly – is for individuals, not organisations. This means that the drivers for, and benefits of, ITIL 4 certification can be viewed from two perspectives:

1. For the organisation
2. For individuals

Starting with the latter, as this is the shortest list, for individuals the common drivers are personal which can, of course, include many of the organisation-level benefits too. From improving one's knowledge and skillset, through obtaining a globally recognised qualification (that's highly portable), to being able to facilitate positive organisational change and to reap the work-based benefits.

For organisations, the drivers and associated benefits will likely differ by role. For example, senior IT roles will likely view the need for ITIL differently to practitioners, who will perhaps view the opportunity of ITIL differently to roles in other business functions. There is commonality though, especially when ITIL 4 is viewed as a means to improving business operations and outcomes, and increasing the associated value.

Examples of the drivers that are applicable across roles include:

- Meeting constantly increasing customer and employee demands through a focus on value creation
- Increasing margins and profits through improved operations
- Driving business strategy through greater and better technology exploitation
- Increasing service delivery and support speed and efficiency, plus agility
- Benefitting from proven best practices and approaches, including Agile, DevOps, and Lean – including the elimination of “waste”
- Improving governance capabilities and risk mitigation
- Improving employee satisfaction, experiences, and productivity – for both service receivers and service providers
- Providing a platform for multi-dimensional improvement and innovation.



Think Potential

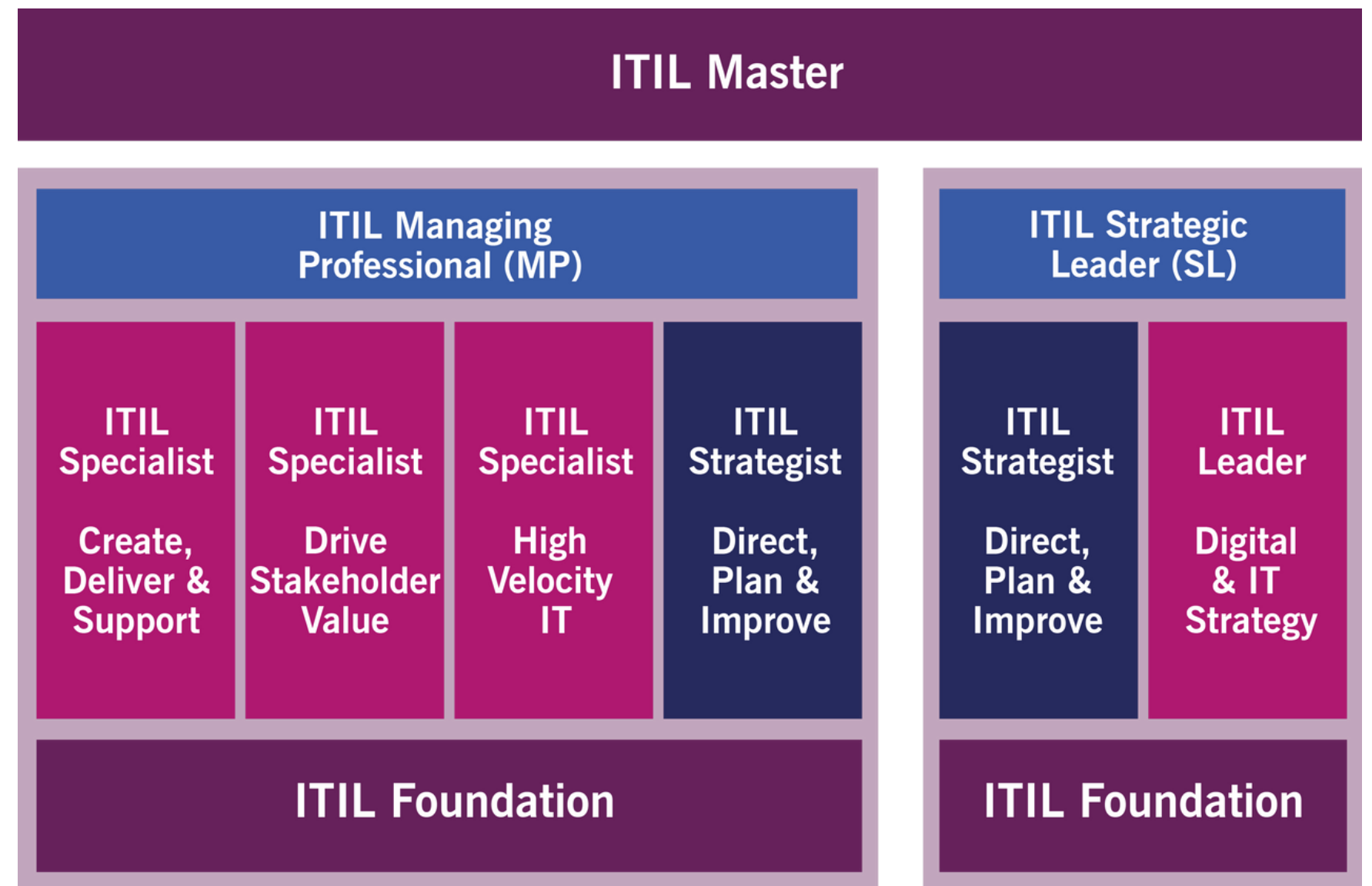


The routes to ITIL 4 certification

ITIL 4 consists of three key elements:

- 1. Guidance.** The various ITIL 4 publications and online content
- 2. Training.** The focused delivery of key ITIL elements, by qualified instructors, to those seeking ITIL 4 certification
- 3. Certification.** There are four ITIL 4 certification levels – Foundation, Managing Professional, Strategic Leader, and ITIL Master - as per diagram.

ITSM Hub offer the full suite of ITIL certification courses in a variety of delivery options. ITSM Hub are partnered with global leaders in ITSM certification. Read more for course details and delivery options.



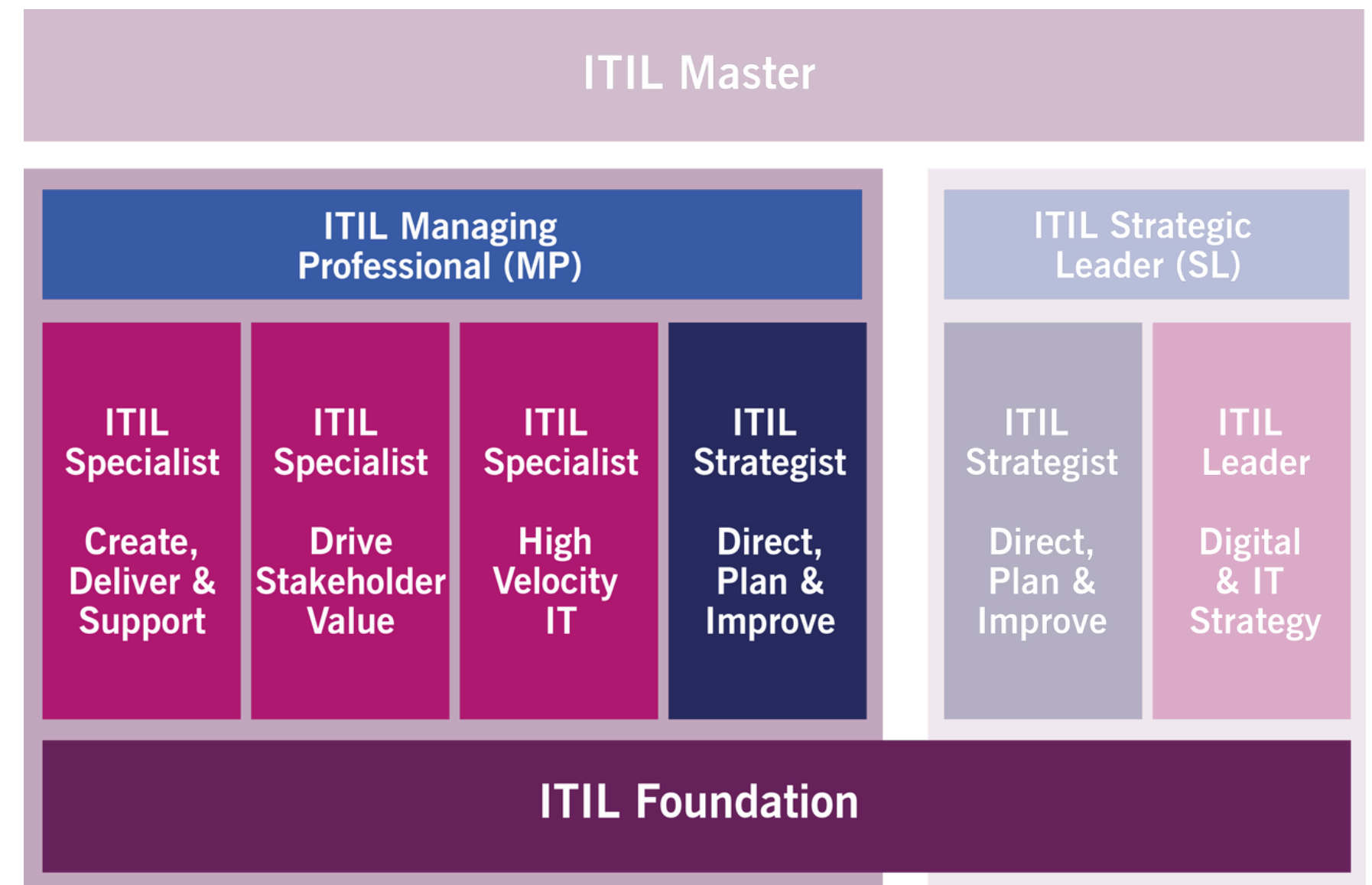
ITIL 4 Managing Professional

The ITIL 4 Managing Professional certification provides technology and business leaders and service managers with the knowledge they need to run digitally-enabled business functions and create stakeholder value.

The ITIL 4 Managing Professional certification requires the completion of four higher-level modules plus the ITIL 4 Foundation module:

1. [ITIL 4 Foundation](#)
2. [ITIL 4 Specialist: Create, Deliver and Support](#)
3. [ITIL 4 Specialist: Drive Stakeholder Value](#)
4. [ITIL 4 Specialist: High-velocity IT](#)
5. [ITIL 4 Strategist: Direct, Plan and Improve](#) (this is a universal module that's also employed in the ITIL 4 Strategic Leader certification).

Courses 2-5 are explained in later sections and there's no additional exam to attain the ITIL 4 Managing Professional certification once the five modules have been passed.



ITIL 4 Foundation Certification



ITIL 4
Foundation
Course &
Examination

The **ITIL 4 Foundation certification** is an introduction to ITIL 4. The guidance and training help candidates to see service management as an end-to-end operating model for the creation, delivery, and continual improvement of products/services and value.

By achieving the ITIL 4 Foundation certification, candidates will know:

- How to take a holistic approach to the co-creation of value, with customers and other stakeholders, in the form of products and services
- The seven guiding principles of ITIL 4 and how these drive-up value co-creation
- The four dimensions of service management and their importance to service delivery and support
- The key concepts from Agile, DevOps, and Lean and how these help to deliver business value
- How ITIL 4 management practices help to improve business operations and outcomes.

Ultimately, it's a candidate's first step on the ITIL 4 journey and a prerequisite for the other ITIL 4 modules.

Certification & examination details

Provider - PeopleCert

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 26 correct answers (65%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



Virtual - join our public instructor-led courses over 2 days or organise a date for your team



Online - learn at your own pace, access for 6 months

ITIL 4 Specialist Certification



ITIL 4 Specialist; Create, Deliver and Support

This ITIL 4 module is designed for IT practitioners and leaders who manage the operation of digitally-enabled products and services. It covers the core service management activities and expands the ITIL v3 scope to cover the creation of services. Importantly, and in line with the focus of ITIL 4, the module addresses the integration of different value streams and activities to create, deliver, and support IT-enabled products and services.

The module also covers the cultural and team management aspects of product and service management, an overview of the tools that support service management, and service improvement methods.

Ultimately, the Create, Deliver and Support module will help candidates and their organisations to:

- Develop services to meet demand, and in alignment with business strategy
- Optimise value streams, workflows, and processes
- Manage teams effectively
- Integrate new ways of working – such as Agile, DevOps, and Lean – and new technologies.

ITIL Specialist Certification & examination details

Provider - PeopleCert

Pre-requisite - ITIL 4 Foundation certification

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 28 correct answers (70%)

Delivery - online or paper-based

Course delivery options



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ITIL 4 Specialist Certification



ITIL 4 Specialist; Drive Stakeholder Value

This ITIL 4 module is designed for IT practitioners and leaders who are responsible for working with stakeholders and fostering effective relationships to optimise value. It covers all types of engagements between a service provider and their customers, users, suppliers, and partners, and focuses on the conversion of demand into value. The guidance content includes service level agreement (SLA) design, multi-supplier management, relationship management, customer experience (CX) and user experience (UX) design, and customer journey mapping. Leading candidates and their organisations on a service journey and in supporting effective interactions and communication.

Ultimately, the Drive Stakeholder Value module will help candidates and their organisations to:

- Manage all stakeholders effectively, building trusted relationships
- Embed design thinking in their service management practices
- Optimise customer and user experience
- Shape the demand for their products and services.

ITIL Specialist Certification & examination details

Provider - PeopleCert

Pre-requisite - ITIL 4 Foundation certification

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 28 correct answers (70%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



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ITIL 4 Specialist Certification

ITIL 4
Specialist - High
Velocity IT
Course &
Examination

ITIL 4 Specialist: High-velocity IT

This ITIL 4 module is designed for IT managers and practitioners involved in the delivery of digital products and services. Importantly, it enables them to incorporate Agile, DevOps, Lean, automation, cloud, and systems thinking into their digital services and digital transformation projects. It will also help organisations to operate in a similar way to successful digitally-native organisations as they seek to evolve into being a new digital organisation.

Ultimately, the High-velocity IT module will help candidates and their organisations to:

- Align IT with business goals and expectations, focusing on value creation
- Bridge the historical gap between the operations and development team silos
- Increase the quality and speed of services
- Improve operations and outcomes with Agile, DevOps, and Lean methods.

ITIL Specialist Certification & examination details

Provider - PeopleCert

Pre-requisite - ITIL 4 Foundation certification

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 28 correct answers (70%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



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Online - learn at your own pace, access for 6 months

ITIL 4 Strategist Certification



ITIL 4 Strategist: Direct, Plan and Improve

This is a universal module for both the ITIL 4 Managing Professional and Strategic Leader certifications. It's designed for IT and digital managers of all levels who are involved in aligning work to organisational strategy, developing a continually improving culture for products and services, and/or involved with governance, risk, and compliance activities.

The module includes the influence of Agile and Lean ways of working on modern IT operations and provides both practical and strategic guidance on planning and delivering continual improvement in an agile manner.

Ultimately, the Direct, Plan and Improve module will help candidates and their organisations to:

- Create a culture of continual improvement
- Drive organisational change
- Support better change management and minimise disruption
- Facilitate innovation

ITIL Strategist Certification & examination details

Provider - PeopleCert

Pre-requisite - ITIL 4 Foundation certification

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 28 correct answers (70%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



Virtual - join our public instructor-led courses over 2 days or organise a date for your team



Online - learn at your own pace, access for 6 months

ITIL 4 Strategic Leader

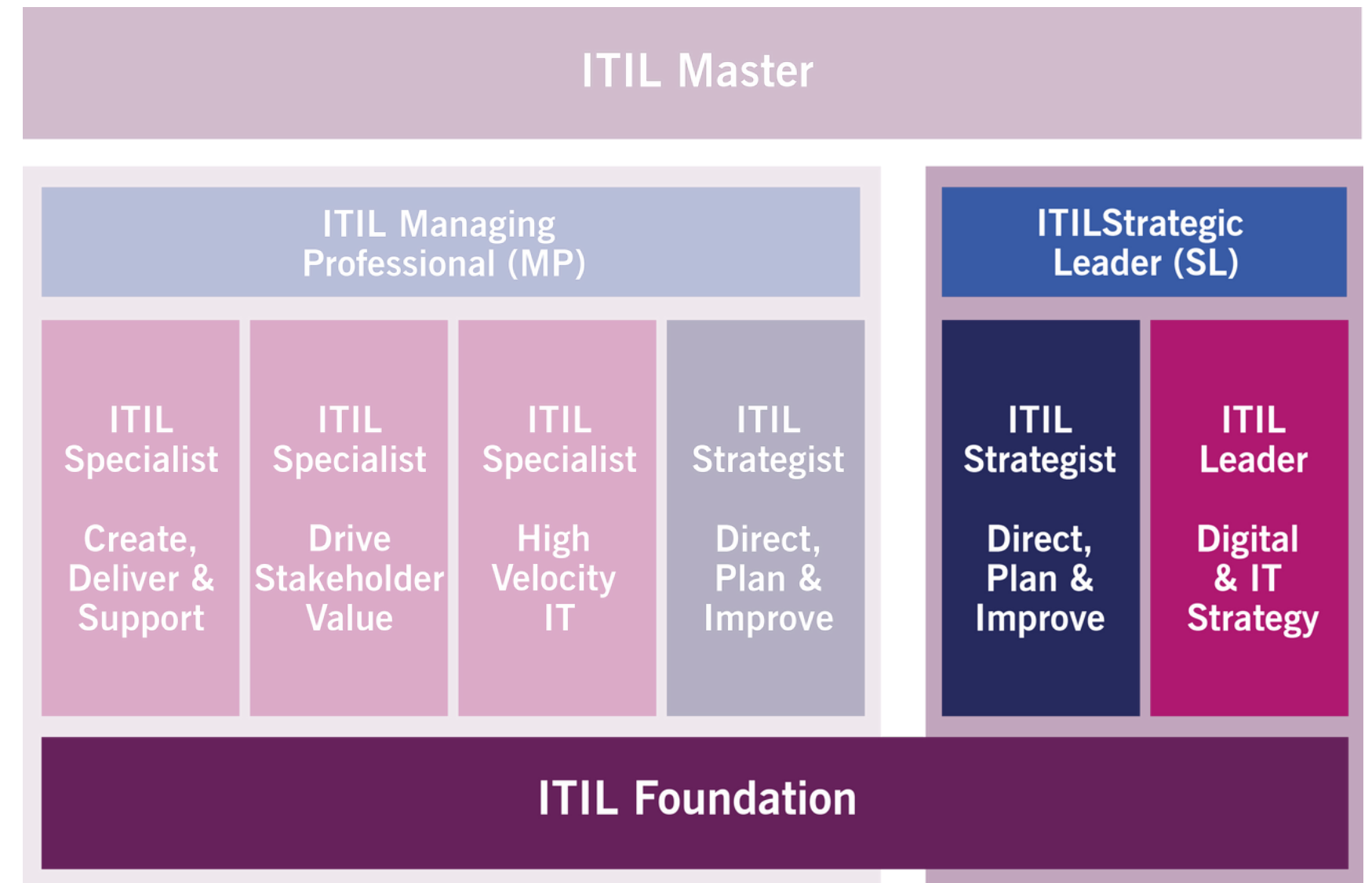
The ITIL 4 Strategic Leader certification provides business and technology leaders with the knowledge they need to strategise, plan, and achieve the optimal level of value from their digitally-enabled products and services.

Importantly, the certification recognises the value of ITIL 4 not just for IT operations, but for all digitally-enabled services.

The ITIL 4 Strategic Leader certification requires the completion of two higher-level modules plus the ITIL 4 Foundation module:

1. ITIL 4 Foundation
2. ITIL 4 Strategist: Direct Plan and Improve (this is a universal module that's also employed in the ITIL 4 Managing Professional certification).
3. ITIL 4 Leader: Digital and IT Strategy

The Digital and IT Strategy module is explained in a later section and there's no additional exam to attain the ITIL 4 Strategic Leader certification once the three modules have been passed.



ITIL 4 Foundation Certification



ITIL 4 Foundation Course & Examination

The **ITIL 4 Foundation certification** is an introduction to ITIL 4. The guidance and training help candidates to see service management as an end-to-end operating model for the creation, delivery, and continual improvement of products/services and value.

By achieving the ITIL 4 Foundation certification, candidates will know:

- How to take a holistic approach to the co-creation of value, with customers and other stakeholders, in the form of products and services
- The seven guiding principles of ITIL 4 and how these drive-up value co-creation
- The four dimensions of service management and their importance to service delivery and support
- The key concepts from Agile, DevOps, and Lean and how these help to deliver business value
- How ITIL 4 management practices help to improve business operations and outcomes.

Ultimately, it's a candidate's first step on the ITIL 4 journey and a prerequisite for the other ITIL 4 modules.

Certification & examination details

Provider - PeopleCert

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 26 correct answers (65%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



Virtual - join our public instructor-led courses over 2 days or organise a date for your team



Online - learn at your own pace, access for 6 months

ITIL 4 Strategist Certification

ITIL 4
Strategist -
Direct, Plan &
Improve Course
& Examination

ITIL 4 Strategist: Direct, Plan and Improve

This is a universal module for both the ITIL 4 Managing Professional and Strategic Leader certifications. It's designed for IT and digital managers of all levels who are involved in aligning work to organisational strategy, developing a continually improving culture for products and services, and/or involved with governance, risk, and compliance activities.

The module includes the influence of Agile and Lean ways of working on modern IT operations and provides both practical and strategic guidance on planning and delivering continual improvement in an agile manner.

Ultimately, the Direct, Plan and Improve module will help candidates and their organisations to:

- Create a culture of continual improvement
- Drive organisational change
- Support better change management and minimise disruption
- Facilitate innovation

ITIL Strategist Certification & examination details

Provider - PeopleCert

Pre-requisite - ITIL 4 Foundation certification

Time - 60 minutes

Exam - 40 multiple-choice questions

Pass - 28 correct answers (70%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



Virtual - join our public instructor-led courses over 2 days or organise a date for your team



Online - learn at your own pace, access for 6 months

ITIL 4 Leader Certification



ITIL 4 Leader: Digital and IT Strategy

This ITIL 4 module is designed for digital leaders and aspiring IT leaders who need to shape IT and business strategy and drive through organisational change. It includes an approach for addressing modern service management challenges and provides the practical skills required for dealing with disruption, reshaping strategy, adapting processes, and changing business models to reflect the digital world.

Ultimately, the Digital and Strategy module adds an additional perspective to the traditional ITIL guidance, elevating ITIL concepts to a strategic level among business leaders.

Certification & examination details

Provider - PeopleCert

Pre-requisite - ITIL 4 Foundation certification

Time - 60 minutes

Exam - 30 multiple-choice questions + in-class assessment/assignment

Pass - 21 correct answers (70%)

Delivery - online or paper-based

Course delivery options



Onsite - bring us onsite to train your team together, 2-3 day course options



Virtual - join our public instructor-led courses over 2 days or organise a date for your team



Contact us
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