

ITIL® 4 Designations and Modules Explained

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The digital shift

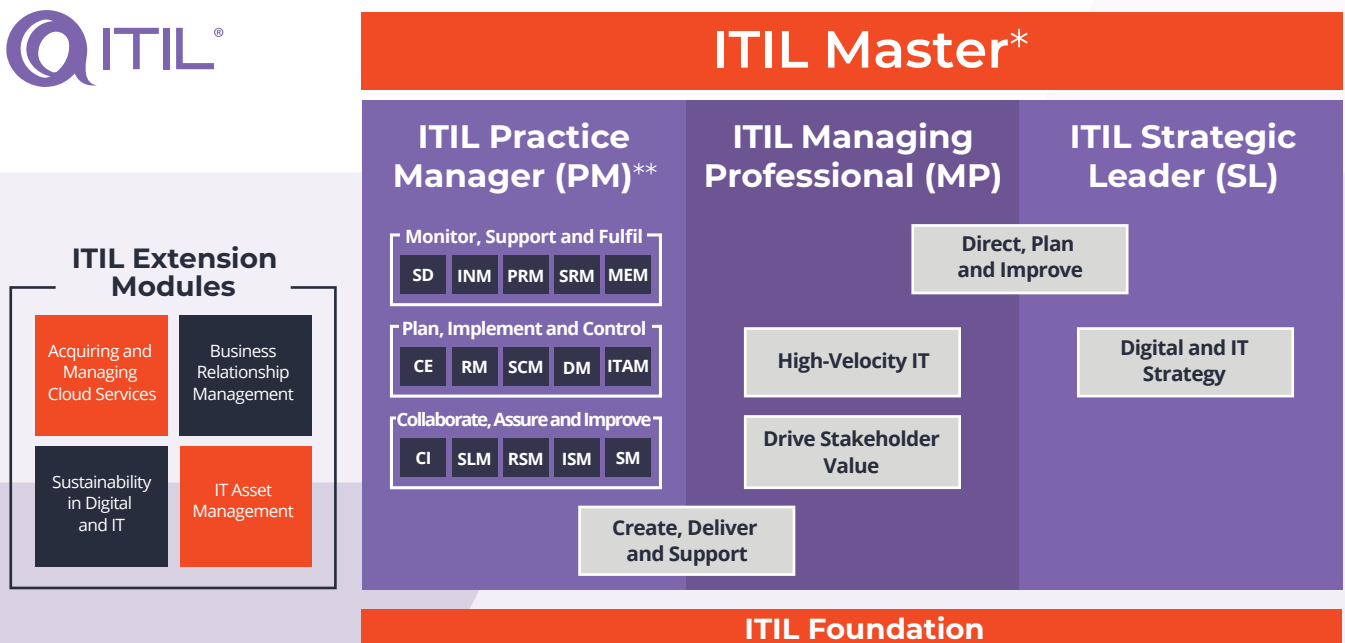
Digital services are revolutionising the way organisations and professionals work and are a big success factor in remaining competitive in the modern digital economy. Interaction between humans, digital technologies and physical assets creates an increasingly fast-paced and complex environment, requiring key players to be more agile, better equipped to adapt and ready to adopt new ways of working to succeed.

How to succeed in the new digital era

ITIL 4, the latest evolution of the well-established ITIL framework, prepares IT and digital professionals with the skills needed for managing services in the digital age. It provides a customisable solution to the many challenges brought about by the digital shift.

The globally-recognised ITIL 4 framework helps organisations realise business change, transformation and growth, while enabling a wide range of ITSM and other digital professionals to upskill and remain relevant on the current job market.

The ITIL 4 framework consists of the ITIL Foundation, five Managing Professional and Strategic Leader modules, four extension modules and the ITIL Practices, which allows professionals and organisations to achieve the optimum combination of knowledge and skills for their specific needs.



* ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

** To be awarded the Practice Manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, OR ITIL MP CDS certificate and any ONE of the pre-bundled courses. These may include the ITAM and BRM extension modules or any practices from the Practice Manager track.

Continue your ITIL 4 advanced framework journey through four certification designations:

ITIL 4 Managing Professional designation (MP)

ITIL 4 Managing Professional (MP) designation provides practical and technical insight into managing and coordinating successful IT-enabled services, teams, and workflows.

It consists of four modules:

- › ITIL 4 Specialist: Create, Deliver and Support
- › ITIL 4 Specialist: Drive Stakeholder Value
- › ITIL 4 Specialist: High-velocity IT
- › ITIL 4 Strategist: Direct, Plan and Improve (universal module)

ITIL 4 Strategic Leader designation (SL)

ITIL 4 Strategic Leader (SL) designation recognizes the value of ITIL across all digitally enabled services. Becoming an ITIL 4 Strategic Leader provides professionals with a clear understanding of how IT influences and shapes business strategy.

It consists of two modules:

- › ITIL 4 Strategist: Direct, Plan and Improve (universal module)
- › ITIL 4 Leader: Digital and IT Strategy

ITIL 4 Practice Manager designation (PM)

ITIL 4 Practice Manager designation is for IT professionals who want to prove or validate their skills in the specific practice areas. To be awarded ITIL 4 Practice Manager designation, a candidate must achieve:

- › ITIL 4 Specialist: Create, Deliver and Support certificate and ANY five ITIL 4 Practices certifications including ITIL 4 Specialist: IT Asset Management and ITIL 4 Specialist: Business Relationship Management
- or
- › ITIL 4 Specialist: Create, Deliver and Support certificate and any ONE of pre-bundled ITIL 4 Practices courses.

ITIL 4 Master

The ITIL 4 Master designation validates your ability to apply all the principles, methods and techniques from ITIL in the workplace. It is the pinnacle and highest level of achievement of the ITIL certification scheme.

To be eligible for the ITIL Master, you must have achieved the Practice Manager (PM), Managing Professional (MP) and Strategic Leader (SL) designations.



ITIL 4 Specialist: Create, Deliver and Support

The ITIL 4 Specialist: Create, Deliver and Support module provides guidance for deploying 'core' service management activities. It is the logical next step for those wanting to make immediate tangible changes to their working methods.

Take this module if you are looking to:

- › Improve established processes
- › Effectively manage IT teams
- › Optimise value streams and workflows
- › Align digital services with business strategy
- › Develop services to meet demand
- › Integrate new technologies

[Learn more](#)

ITIL 4 Specialist: Drive Stakeholder Value

The ITIL 4 Specialist: Drive Stakeholder Value module covers all types of engagement and interaction between a service provider and their customers, users, suppliers, and partners.

Take this module if you are looking to:

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

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ITIL 4 Specialist: High-velocity IT

The ITIL 4 Specialist: High-velocity IT module explores the ways in which digital organisations and digital operating models function in high velocity environments.

Take this module if you are looking to:

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

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ITIL 4 Strategist: Direct, Plan and Improve*

* This universal module forms part of both the ITIL 4 Managing Professional and Strategic Leader designations. See next page for more details.



ITIL 4 Strategist: Direct, Plan and Improve

The ITIL 4 Strategist: Direct, Plan and Improve module provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy, aligning an evolving IT organisation with a strong and effective strategic direction.

Take this module if you are looking to:

- › Drive organisational change
- › Encourage a culture of continual improvement
- › Ease decision making
- › Support change management
- › Minimise disruption

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ITIL 4 Leader: Digital and IT Strategy

The ITIL 4 Leader: Digital and IT Strategy adds a new perspective to ITIL 4 guidance, elevating the discussion around ITIL concepts to an organisational strategy level. The module enables IT and digital leaders to influence and drive strategic business decisions by helping them to create an appropriate digital strategy aligned to the wider business goals.

Take this module if you are looking to:

- › Develop a cross-organisational digital strategy
- › Craft a digital vision
- › Drive operational excellence
- › Respond to digital disruption
- › Enable a sustainable business
- › Strategically manage risk
- › Develop future digital leaders

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ITIL 4 Practices certifications

ITIL 4 Practices certifications are practice-based modules based on ITIL Practice Guides that are current, relevant and applicable to any ITSM-enabled business context. They are for any professionals who want to prove and validate their skills in the specific practice area. The combined practice course is also for professionals aiming to establish a good cross-practice collaboration and effective service value streams.

Take ITIL Practices if you're looking to:

- › Apply concepts in practice from the strategic perspective as well as the day-to-day management of the tasks
- › Apply practice success factors and metrics to improve performance
- › Measure, assess and develop practice capability by using the ITIL Maturity Model

The 15 practice modules are bundled into three combined practices:

Monitor, Support and Fulfil

- › Service Desk
- › Incident Management
- › Problem Management
- › Service Request Management
- › Monitoring and Event Management

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Plan, Implement and Control

- › Change enablement
- › Release management
- › Service Configuration Management
- › Deployment Management
- › IT Asset Management

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Collaborate, Assure and Improve

- › Continual improvement
- › Service Level Management
- › Relationship Management
- › Information Security Management
- › Supplier Management

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ITIL 4 Extension Modules

The ITIL 4 Extension Modules support organisations and professionals tackle the challenges and opportunities presented by emerging technologies and themes that impact their operations.

These modules allow individuals to learn about ITIL concepts, develop an understanding of relevant ITIL 4 guidance and enable career development opportunities.

There are currently four modules that comprise the ITIL 4 Extension Modules.

ITIL 4 Specialist: Sustainability in Digital and IT

The ITIL 4 Specialist: Sustainability in Digital and IT is for IT professionals who are looking to understand the role IT and digitally-enabled services have in relation to the environment, whilst exploring opportunities to positively impact it.

Take this module if you are looking to:

- › Deliver value through sustainable, digitally-enabled products and services
- › Address challenges through sustainable strategies and practices
- › Gain practical knowledge of key principles in sustainability
- › Identify risks and opportunities using best practice guidance

[Learn more](#)

ITIL 4 Specialist: Acquiring and Managing Cloud Services

The ITIL 4 Specialist: Acquiring and Managing Cloud Services is for IT professionals who are involved in the procurement, implementation and ongoing evaluation of cloud services and technologies to ensure they are providing value.

Take this module if you are looking to:

- › Analyse available solutions using a vendor-neutral approach
- › Identify, select and deliver optimised cloud services
- › Facilitate value co-creation
- › Adopt a customer-focused end-to-end cloud procurement user journey

[Learn more](#)

ITIL 4 Specialist: IT Asset Management

The ITIL 4 Specialist: IT Asset Management is for IT professionals who are involved in managing costs and risks, monitoring and ensuring compliance, and good governance of IT assets.

Take this module if you are looking to:

- › Maximise value creation and control costs of IT assets
- › Manage risks and meet regulatory and contractual requirements of IT assets
- › Support decision-making about the purchase and re-use of IT assets
- › Manage disposal of IT assets including their impact on sustainability

[Learn more](#)

ITIL 4 Specialist: Business Relationship Management

The ITIL 4 Specialist: Business Relationship Management is for IT professionals who are involved in establishing and nurturing the relationships between service providers and consumer organisations, and their stakeholders.

Take this module if you are looking to:

- › Apply in practice concepts such as stakeholders analysis and management of requirements
- › Identify Business Relationship Management roles and responsibilities
- › Apply models, techniques, and service relationships

[Learn more](#)

To achieve the pinnacle of ITIL 4 certification, candidates must earn the ITIL 4 Master designation.

This highest level of recognition is granted to individuals who successfully complete the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

By attaining the Master level, professionals demonstrate a deep understanding of IT service management and their capacity to lead and implement ITIL best practices effectively!

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TRAINOCATE MALAYSIA SDN. BHD.

Unit 10.02, Level 10, Mercu 2, No. 3, Jalan Bangsar, KL Eco City, 59200 Kuala Lumpur

Telephone : (+60)3 2281 1111 | Email: malaysia@trainocate.com | Website: www.trainocate.com.my