

ITIL 4

Public Frequently Asked Questions (FAQs)

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1 ITIL 4 PUBLIC FAQs

1.1 WHAT WILL THE NEW ITIL® BE CALLED?

The new updated ITIL guidance will be called ITIL 4. This name reflects the role ITIL 4 will play in supporting individuals and organizations to navigate the Fourth Industrial Revolution.

IT is at the core of every business in today's world. The update will allow ITIL to reflect the fast-paced and complex environment we live in, and new ways of working and emerging practices, all of which are essential not only for ITSM professionals, but also for a wider range of professionals working in the digital transformation world.

The purpose of ITIL 4 is to provide organizations with comprehensive guidance for the management of information technology in the modern service economy.

ITIL 4 will evolve to provide an end-to-end IT/Digital Operating Model, covering the full delivery (and sustaining) of tech-enabled products and services, guiding how IT interfaces with, and even leads, the wider business strategy.

1.2 WHAT IS THE ITIL 4 CERTIFICATION SCHEME?

The full certification scheme has now been released. You can view the scheme and the suggested journeys for candidates who are already ITIL qualified at www.AXELOS.com/itil-update.

1.3 WHAT ARE THE CERTIFICATION LEVELS CALLED?

AXELOS has now released the ITIL 4 Certification scheme.

The ITIL Certification Scheme comprises of the following levels:

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

One of the main characteristics of the new ITIL 4 certification scheme is that it is now formed by two different designation streams; ITIL Managing Professional (ITIL MP) and ITIL Strategic Leader (ITIL SL). They are intended to provide end-learners with greater depth of content in key areas of service management and IT strategy to support their learning journey and career progression.

The two streams are made up of five modules altogether.

To become an ITIL Managing Professional (ITIL MP) end-learners must complete the following modules:

- ITIL 4 Foundation
- ITIL Specialist: Create, Deliver & Support
- ITIL Specialist: Drive Stakeholder Value

- ITIL Specialist: High Velocity IT
- ITIL Strategist: Direct, Plan & Improve*

To become an ITIL Strategic Leader (ITIL SL) end-learners must complete the following modules:

- ITIL 4 Foundation
- ITIL Strategist: Direct, Plan & Improve*
- ITIL Leader: Digital & IT Strategy

*Universal module for both ITIL designation streams.

In order to be eligible to become an ITIL Master, end-learners must have both the ITIL Managing Professional (ITIL MP) and ITIL Strategic Leader (ITIL SL) designations.

Further details about how to become an ITIL Master will be released at a later time.

1.4 I HAVE TAKEN ITIL FOUNDATION. HOW SHOULD I TRANSITION TO ITIL 4?

If a candidate has taken only ITIL v3 Foundation, then the recommended approach is to take ITIL 4 Foundation in order to be able to transition to the new scheme.

There is a large amount of new material in ITIL 4 Foundation therefore a new single exam is required to assess end-learner's knowledge of the new ITIL 4 Foundation guidance.

ITIL 4 Foundation is scheduled for release in Q1 2019.

Alternatively, end learners also have the option of obtaining 17 credits from the ITIL v3 scheme which would make them eligible to take the ITIL Managing Professional transition module to migrate to ITIL 4 scheme.

1.5 I HAVE ACHIEVED 3 OR 4 INTERMEDIATE/PRACTITIONER CREDITS IN THE V3 CERTIFICATION SCHEME. HOW SHOULD I TRANSITION TO ITIL 4?

End-learners holding 3 to 4 credits beyond Foundation have two recommended options to transition to ITIL 4 dependent on what they want to achieve in the scheme.

OPTION 1: Candidates can take ITIL 4 Foundation and a further module in a preferred area of interest, becoming either an ITIL Specialist, Strategist or Leader.

OPTION 2: Candidates can work towards collecting 17 credits from ITIL v3 to become eligible to take the ITIL Managing Professional Transition module. The benefit of this is that you are eligible to fast track past the v3 Managing Across the Lifecycle course and exam.

1.6 I HAVE ACHIEVED 6 OR MORE INTERMEDIATE/PRACTITIONER CREDITS IN THE V3 CERTIFICATION SCHEME. HOW SHOULD I TRANSITION TO ITIL 4?

If an end- learner has achieved 6 credits or more since v3 Foundation, then it is in their interest to continue collecting v3 credits to prepare them for an easy transition to ITIL 4 and gain the ITIL Managing Professional designation.

They will need to reach 17 credits to be eligible to take the ITIL Managing Professional transition module. This benefits end-learners as they will then become eligible to fast track past the v3 Managing across the Lifecycle course and exam.

1.7 I AM AN ITIL EXPERT. HOW SHOULD I TRANSITION TO ITIL 4?

If an end-learner has achieved ITIL v3 Expert, they can take the ITIL Managing Professional Transition module as soon as it is released to achieve the ITIL Managing Professional designation.

After achieving the ITIL Managing Professional designation, if the end-learner is interested in pursuing the ITIL Strategic Leader stream, they would only need to complete the ITIL Leader Digital & Strategy module.

Once they have completed both streams they are eligible to move towards ITIL Master. Further details about the release of ITIL Master will be released at a later date.

1.8 WHY IS THERE NO ITIL 4 FOUNDATION TRANSITION MODULE?

Due to the structure of ITIL 4 Foundation, there will not be a transition module at the Foundation level. There is a large amount of new material in the ITIL 4 Foundation therefore a single exam is required to assess end-learner's knowledge of the new ITIL 4 Foundation guidance.

1.9 IS ITIL FOUNDATION TRAINING MANDATORY FOR CANDIDATES?

AXELOS has not mandated training for ITIL Foundation, however we encourage candidates to partake in training to fully understand the new material and prepare for the exam.

1.10 WHY ARE 17 CREDITS REQUIRED TO BE ABLE TO TAKE THE ITIL MANAGING PROFESSIONAL TRANSITION MODULE?

The Managing Across the Lifecycle (MALC) exam currently requires end-learners to have gained a total of 17 credits from ITIL Foundation, Intermediates, and or ITIL Practitioner.

To keep a consistent approach and recognise any previous investment end-learners have in ITIL v3, the same amount of credits will be required for those wishing to transition from v3 to ITIL 4 via the ITIL Managing Professional Transition module.

Having gained the required credits from ITIL v3, end-learners will be able to take the ITIL Managing Professional Transition module without needing to take the MALC exam.

1.11 WHERE IS ITIL PRACTITIONER IN THE NEW CERTIFICATION SCHEME?

ITIL Practitioner will no longer be a separate module in the ITIL 4 certification scheme, however the knowledge and principles from the ITIL Practitioner guidance will be fundamental to all modules in ITIL 4. Candidates can also use their ITIL Practitioner credits to continue their ITIL journey. If a candidate has collected 17 credits they will be eligible to take the ITIL Managing Professional Transition module without taking the MALC exam.

1.12 WHEN WILL THE PUBLICATIONS BE RELEASED?

The ITIL Foundation guidance will be released in Q1 2019. Publications associated with ITIL Specialist, Strategist and Leader will be released along with the modules in H2 2019.

1.13 HOW DOES ITIL V3 MAP AGAINST ITIL 4?

Whilst ITIL 4 retains many of the core elements of ITIL v3, and much of the existing guidance will be recognisable in parts of ITIL 4, there are no direct like-for-like modules between the two certification schemes.

1.14 WHEN WILL ITIL V3 BE DISCONTINUED?

The transition will be a gradual process, allowing for end-learners to continue collecting their ITIL v3 Intermediate credits to enable transition to ITIL Managing Professional.

AXELOS will therefore not discontinue ITIL v3 (stop maintaining exams, publishing books or accrediting candidates) before June 2020.

1.15 WHY DOES AXELOS REFERENCE ITIL V3 RATHER THAN ITIL 2011 EDITION?

When we talk about ITIL v3 we are referencing the current version of ITIL. We are aware that v3 was updated in 2011 but as this is an edition rather than a version we reference v3 for the sake of clarity.

1.16 WHEN WILL TRANSLATIONS OF ITIL 4 BECOME AVAILABLE?

The first 4 translations of ITIL 4 Foundation will be German, French, Japanese and Spanish.

More information regarding non-English language guidance and related timings will be released in Q1 2019.

1.17 HOW WILL ISO 20000 MAP TO ITIL 4?

Many of the ITIL 4 Lead Architect Team are closely involved with ISO 20000 so we are able to ensure that ITIL 4 maps across the standard to an adequate level.

1.18 WHEN WILL THE ITIL MANAGING PROFESSIONAL TRANSITION MODULE BE DISCONTINUED?

The ITIL Managing Professional Transition Module will remain valid for at least one year after its launch.

1.19 WILL YOU BE UPDATING THE ITIL MATURITY MODEL?

We recognise that the ITIL Maturity Model is an important asset for many professionals and will need to align to the updated ITIL framework. We will schedule to update the Maturity Model once we have released the entire ITIL 4 scheme.

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