



FAQs

› STEP INTO A HIGH-PAID CAREER IN IT WITH A LIMITED-TIME OFFER

Get 50% off on any ITIL 4 Foundation voucher when purchased together with any ITIL 4 higher-level voucher.



BUNDLE AND SAVE!

EVERYTHING YOU NEED TO KNOW ABOUT OUR LIMITED-TIME BUNDLE OFFER

1. WHY IS THIS OFFER A GREAT OPPORTUNITY?

1. Good value for money

A **50% discount on any ITIL 4 Foundation voucher** with any ITIL 4 higher-level module is a great opportunity for you to accelerate your knowledge and application of ITIL 4.

2. Encourages professional growth

A lower-priced bundle over a limited time period can motivate you at all levels to invest in your own upskilling or reskilling efforts now.

3. Competitive edge in the job market

With the reduced cost for ITIL 4 Foundation, you can gain ITIL 4 certifications, positioning yourself ahead of your peers in the competitive job market.

4. Incentive for career changers

A 50% discount on any ITIL 4 Foundation voucher with any ITIL 4 higher-level purchase gives you an attractive opportunity if you're looking to switch careers into IT service management. The 50% discount makes it easier for you to gain recognized ITIL 4 Foundation and higher-level module credentials, supporting your transition into a new industry, enhancing your career opportunities, and giving you a competitive advantage.

2. HOW DO I KNOW IF I AM READY?

ITIL 4 Foundation is an entry level certification, so **no prior experience with ITIL is necessary**. It is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organization embrace new service management technologies and culture.

YOU ARE READY IF YOUR ORGANIZATION NEEDS TO:

- meet increasing customer and user demands
- increase speed to market and effectively measure service performance to gain efficiencies across the organization
- align governance and business objectives, break down silos, and effectively cascade goals across teams
- mitigate risk and eliminate wasteful work
- improve employee satisfaction and attract top talent by utilizing a best practice framework.

OR, IF YOU ARE LOOKING FOR:

- enhanced career opportunities
- improved problem solving and decision-making skills
- improved collaboration and communication skills
- an improved mindset
- a competitive advantage

YOU NEED TO BE AWARE THAT:

- you must purchase the ITIL 4 Foundation and a higher-level module at the same time to take advantage of the 50% discount on ITIL 4 Foundation
- the promotion applies to any type of ITIL 4 Foundation voucher (exam prep, eLearning voucher, or eLearning+ voucher) purchased with any type of ITIL higher-level voucher
- training through an Accredited Training Organization or Official eLearning course is required for the ITIL higher-level certifications
- vouchers must be purchased **before 31 December 2024** for the promotion to apply and for you to receive the discount.

3. I AM INTERESTED IN THE PROMOTION BUT I DON'T KNOW WHICH ITIL 4 HIGHER-LEVEL MODULE TO PURCHASE ALONG WITH ITIL 4 FOUNDATION

ITIL 4 PRACTICE MANAGER CERTIFICATIONS

- Addressed to:
 - specialists involved in the management practices
 - practice managers
 - product and service owners/managers
 - internal and external consultants
 - specialists involved in creation and implementation of ITSM tools.
- They provide:
 - detailed, well-structured knowledge of the most relevant management practices
 - support of planned and ongoing improvement initiatives
 - tools and materials for capability self-assessment and improvement.

ITIL 4 MANAGING PROFESSIONAL CERTIFICATIONS:

1. ITIL 4 Specialist: Create, Deliver and Support

- Addressed to managers and practitioners
- Provides guidance on:
 - team building and management
 - adoption and use of emerging technologies
 - value stream analysis and management
 - prioritization and management of work.

2. ITIL 4 Specialist: Drive Stakeholder Value

- Addressed to managers of service providers and service consumers
- Guides both parties through the steps of the customer journey, from exploration to value realization

3. ITIL 4 Specialist: High-Velocity IT

- Addressed to managers involved in digital transformation and adoption of the high-velocity values and methods
- Helps to bring business, software development, and IT operations closer together
- Addresses culture, technology, and methods

4. ITIL 4 Strategist: Direct, Plan and Improve (universal module across the ITIL 4 Managing Professional certifications and ITIL 4 Strategic Leader certifications)

- Addressed to managers and leaders
- Provides guidance on:
 - assessment and planning
 - measurement and reporting
 - continual improvement
 - management of organizational changes.

ITIL 4 STRATEGIC LEADER CERTIFICATIONS:

1. ITIL 4 Leader: Digital and IT Strategy

- Addressed to IT and business leaders
- Provides guidance on defining, driving, and adjusting organization's digital strategy
- Helps to stay relevant and succeed in the VUCA world
- Applies the ITIL continual improvement model to strategic development

4. WHAT HAPPENS IF I CHOOSE NOT TO PURSUE ITIL 4 CERTIFICATIONS

Choosing not to advance to ITIL 4 could mean missing out on crucial updates and innovations in the rapidly evolving IT landscape. ITIL 4 addresses contemporary challenges and integrating these certifications into your skill set is vital for staying competitive and contributing to the success of your organization.

Watch these short videos to discover more about the world of ITIL: [Introduction to ITIL](#)

5. HOW DO I GET STARTED?

Speak to your training provider or [visit our website](#) to find the right fit for your next stage of certification.