

ITIL 4

Supporting professionals & organisations on their journey to digital transformation

Developing essential skills for the new digital era
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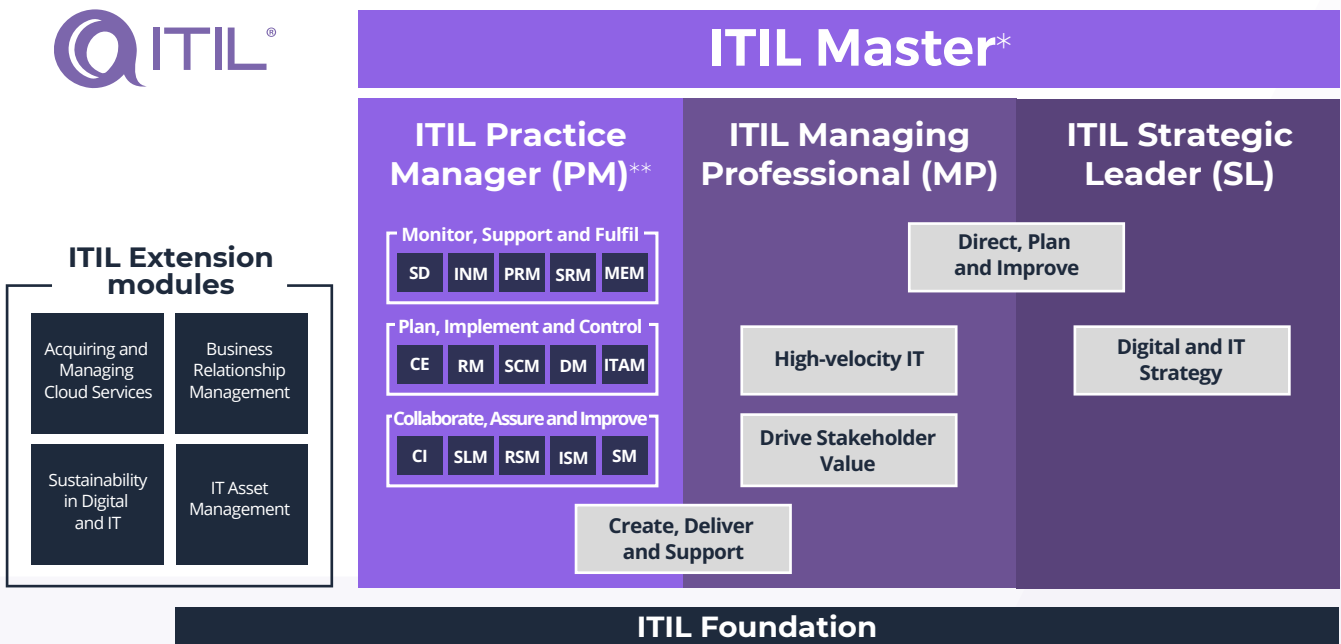


because it works.

ITIL 4, the latest evolution of ITIL, is a community and industry-led framework enriched and informed by the contribution of global experts from the wider IT industry.

ITIL 4 provides a powerful tool that supports organisations in the era of digital transformation and helps to create a holistic approach to service delivery. It encompasses emerging practices, such as Lean, Agile and DevOps, and provides an end-to-end IT/Digital Operating Model, covering the full delivery and maintenance of tech-enabled products and services, guiding how IT interfaces with, and even leads, the wider business strategy.

ITIL 4 Certification scheme



* 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.

Benefits of ITIL

- › Digital transformation
- › Improving processes
- › Helping teams work more collaboratively
- › Transparency between IT operations and development teams
- › Enabling automation
- › Integrating new and emerging technologies and practices
- › and more

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