

ITIL 4 Frequently Asked Questions (FAQs)

Public

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1 ITIL 4 scheme

1.1 What is the new ITIL® and why is it necessary?

We are in a time of unprecedented change, known as the ‘Fourth Industrial Revolution’ which has created an increasingly fast-paced and complex environment, requiring organizations to be more agile, better equipped to adapt what they do, and ready to adopt new ways of working to succeed. The ITIL 4 framework helps organizations to connect and align these different challenges that are relevant not only to ITSM professionals, but also to a wider range of professionals working in the digital world.

ITIL 4 expands on previous versions of ITIL by providing a practical and flexible basis to support organizations on their journey to the new world of digital transformation. It provides an end-to-end IT/digital operating model for the delivery and operation of tech-enabled products and services. IT teams are enabled to continue to play a crucial role in the wider business strategy.

ITIL 4 supports the existing investment that people and organizations have made in ITIL, as it is an expansion on the existing framework. That investment is protected because ITIL 4 provides a practical and flexible transition that helps organizations adopt the new ways of working of the modern digital world.

1.2 What is the ITIL 4 certification scheme?

You can view the full certification 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?

The ITIL 4 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 its 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*

**universal module for both ITIL designation streams.*

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

1.4 Is ITIL 4 training mandatory for candidates?

AXELOS has not mandated training for ITIL Foundation, however candidates are encouraged to partake in training to fully understand the new material.

For all modules in the ITIL Managing Professional and ITIL Strategic Leader streams (including the ITIL Managing Professional transition module) training is mandatory to enable candidates to fully understand the new material.

1.5 Where is ITIL Practitioner in the new certification scheme?

ITIL Practitioner is not 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 Managing Across the Lifecycle (MALC) exam.

1.6 What are the timelines of release for the ITIL 4 certification scheme modules?

The ITIL 4 modules will be released according to the below top-level timelines. More detailed release dates of the modules and new exams will be made available to ATOs with the launch of ITIL 4 Foundation. ATOs will be provided with accreditation details, guidance and sales enablement information in sufficient time to be able to support the release of the further ITIL 4 modules.

- ITIL Foundation - Launched 28 February 2019.
- ITIL 4 Managing Professional Transition Module - Launched 3 October 2019.
- ITIL 4 Managing Professional Modules (ITIL 4 Specialist: Create, Deliver and Support, and ITIL 4 Strategist: Direct, Plan and Improve) - Launched 8 November 2019
- ITIL 4 Managing Professional Modules (ITIL 4 Specialist: Drive Stakeholder Value, ITIL 4 Specialist: High Velocity IT) - Launch: 28 February 2020
- ITIL 4 Strategic Leader Module - more information to be released in 2020.

2 Transition from ITIL v3 to ITIL 4

2.1 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.

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 the ITIL 4 scheme.

2.2 I have achieved three or four Intermediate/Practitioner credits in the v3 certification scheme. How should I transition to ITIL 4?

End-learners holding three to four 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.

2.3 I have achieved six or more Intermediate/Practitioner credits in the v3 certification scheme. How should I transition to ITIL 4?

If an end learner has achieved six 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.

2.4 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 to achieve the ITIL Managing Professional designation.

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

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

2.5 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 ITIL 4 Foundation therefore a single exam is required to assess end-learner's knowledge of the new ITIL 4 Foundation guidance.

2.6 Is ITIL 4 Foundation worth any credits towards the necessary 17 credits for the Managing Professional transition module?

It is possible for a candidate to use ITIL 4 Foundation to count towards the transition module. The ITIL 4 scheme does not provide any credits but if a candidate has ITIL 4 Foundation then they will only need 15 credits to be eligible to take the transition course.

2.7 When will the ITIL Managing Professional Transition module be discontinued?

More information will be released at a later date about the discontinuation of the Managing Professional transition module.

2.8 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, Intermediate, and/or ITIL Practitioner.

To keep a consistent approach and recognise any previous investment end-learners made 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.

2.9 When will ITIL v3 be discontinued?

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

ITIL v3 modules will continue to be supported for at least a year after the ITIL 4 Managing Professional modules are released. Therefore, the earliest we will discontinue Intermediate and Practitioner v3 modules will be a year after the final ITIL 4 Managing Professional module is released.

2.10 How do ITIL v2 Managers transition to ITIL 4?

V2 Managers cannot bridge from v2 to 4. They would need to take the bridge to become an ITIL Expert. Then they would be eligible to take the Managing Professional Transition module before it is discontinued, which will be at least one year after the full release of ITIL MP.

3 Sample papers and translations

3.1 Where will the ITIL 4 Foundation sample papers be available?

AXELOS will make one sample papers available to the public on AXELOS.com. Our publisher TSO will also include sample papers in their question bank in the ITIL Foundation app.

3.2 When will the higher levels beyond Foundation have exam papers available?

AXELOS will be releasing sample exam papers publicly for the higher levels of ITIL 4 in 2020. Further information regarding release dates will be made available later in the year.

3.3 When will translations of ITIL 4 become available?

Now that we have launched the ITIL 4 Foundation guidance and exam to the market in Spanish, French, German, Japanese, Dutch, Italian, Brazilian Portuguese, Polish and Chinese, and the ITIL Managing Professional Transition module in German and Japanese, we are currently working on the wider translations roll-out. We know that ITIL 4 is highly anticipated by multiple markets all over the world and translations will be addressed as appropriate considering various elements such as, but not restricted to, the rate of adoption of ITIL and the need for ITIL certification in different regions and languages. We would love to translate all our desired languages immediately, but our priority is to maintain the quality of translation that is required by such a widely-adopted framework.

Please refer to our official communication channels for further updates.

4 ITIL content

4.1 When will the publications be released?

The ITIL Foundation guidance was released in early 2019. The Managing Professional suite of publications was released at the end of 2019 for digital download. The print materials are available to pre-order and will all be available as physical copies in Q1 2020. Please visit the TSO shop to purchase.

Information regarding the ITIL Leader publication will be released in 2020.

4.2 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 recognizable in parts of ITIL 4, there are no direct like-for-like modules between the two certification schemes.

4.3 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.

4.4 What is the difference between ITIL v3 and ITIL 4?

The context of ITIL, with the release of ITIL 4 is now much bigger, with an emphasis on the business and technology world, how it works today, and how it will work in the future with Agile, DevOps and digital transformation.

Lifecycle to Service Value System

ITIL has evolved beyond the delivery of services to providing end-to-end value delivery. ITIL 4 is now centred around a service value system (SVS).

The central element of the SVS is the Service Value Chain, an operating model which outlines the key activities required to respond to demand and facilitate value creation. Sequences of these activities are known as value streams, of which the v3 Service Lifecycle is one such example.

Processes to practices

ITIL 4 refers to practices, where previous versions had referred to processes. A practice is a set of organizational resources designed for performing work or accomplishing an objective. Thus, practices comprise not just processes and procedures, but also people, skills, partners and suppliers, information, tools, and so on. There are 34 practices in ITIL 4.

Guiding principles

The ITIL guiding principles, first introduced in ITIL Practitioner, are at the core of ITIL 4.

The ITIL guiding principles are:

- Focus on value
- Start where you are
- Progress iteratively with feedback
- Collaborate and promote visibility

- Think and work holistically
- Keep it simple and practical
- Optimize and automate

Four dimensions

To support a holistic approach to service management, ITIL also defines four dimensions that collectively are critical to the effective and efficient facilitation of value for customers and other stakeholders in the form of products and services. The four dimensions represent perspectives which are relevant to the whole Service Value System.

Other ways of working

ITIL 4 will reflect other frameworks and integrate with new ways of working including Agile, DevOps, Lean, IT governance and Leadership.

4.5 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.

4.6 Will the ITIL maturity model be updated?

The ITIL Maturity Model is an important asset for many professionals and will need to align to the updated ITIL framework. Information regarding release will be provided in due course.

4.7 Should I expect a certificate for passing the exam and also a certificate for receiving the ITIL 4 Managing Professional designation?

Yes, you should receive a separate certificate for each exam you pass for ITIL 4, and another certificate when you reach a designation level (Managing Professional or Strategic Leader).

If you have a query about a certificate, please contact Exams@peoplecert.org.

4.8 Will there be a Golden Thread storyline in ITIL 4 Managing Professional?

The Golden Thread narrative will continue throughout the ITIL 4 Managing Professional manuals. The story will be included throughout the manuals as a working case study.

5 Practices and supplementary content

5.1 How do candidates access The Practices?

My ITIL will be the official host of the ITIL 4 Practice guides. The Practice guides have been released in-line with the release of the relevant ITIL 4 modules in Q4 2019 with more to be released into 2020.

Starting in 2018, every candidate who now takes an ITIL exam will gain a year's access to My ITIL, including those who did not pass. All candidates will receive an email within three weeks of receiving their results, inviting them to sign up and access.

If you have not received your email within three weeks of receiving your results, please contact membership@AXELOS.com.

5.2 Can learners access the Practices to study for an ITIL 4 exam?

My ITIL will be the official host of the ITIL 4 Practice guides. Learners will gain one year's access to My ITIL once they have received their results from sitting any ITIL exam. The Practice guides have been released in-line with the release of the relevant ITIL 4 modules in Q4 2019 with more to be released into 2020.

Candidates can use their training provider's courseware to understand any examinable Practices content.

All candidates will then gain access to My ITIL after the exam (if they do not already have access) to help with putting new skills into practice in the workplace.

5.3 Can professionals who do not wish to sit an ITIL exam gain access to the Practices?

The ITIL Practices will be hosted via My ITIL. If a professional would like to gain access to My ITIL and does not plan to take an ITIL exam soon (with which they gain a year's access) they can sign up at www.AXELOS.com/my-til for a cost of £50 +VAT.

5.4 Why has AXELOS started creating supplementary content?

The supplementary content is designed to enhance the core content of ITIL 4 while also providing extended coverage of areas that will be included in ITIL Managing Professional and Strategic Leader. The regular flow of content will ensure that ITIL continues to evolve.

Supplementary content will be produced in a variety of media including whitepapers, videos, discussion papers, infographics, and more.

This content will be made publicly available on the AXELOS Content Hub as well as in AXELOS' 'My ITIL' membership. All ITIL exams now include one year's access to 'My ITIL'.



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