ITIL®

ITIL®4 At a Glance

SUPPORTING PROFESSIONALS AND ORGANIZATIONS ON THEIR JOURNEY TO DIGITAL TRANSFORMATION

peoplecert.org/ITIL-4

PeopleCert

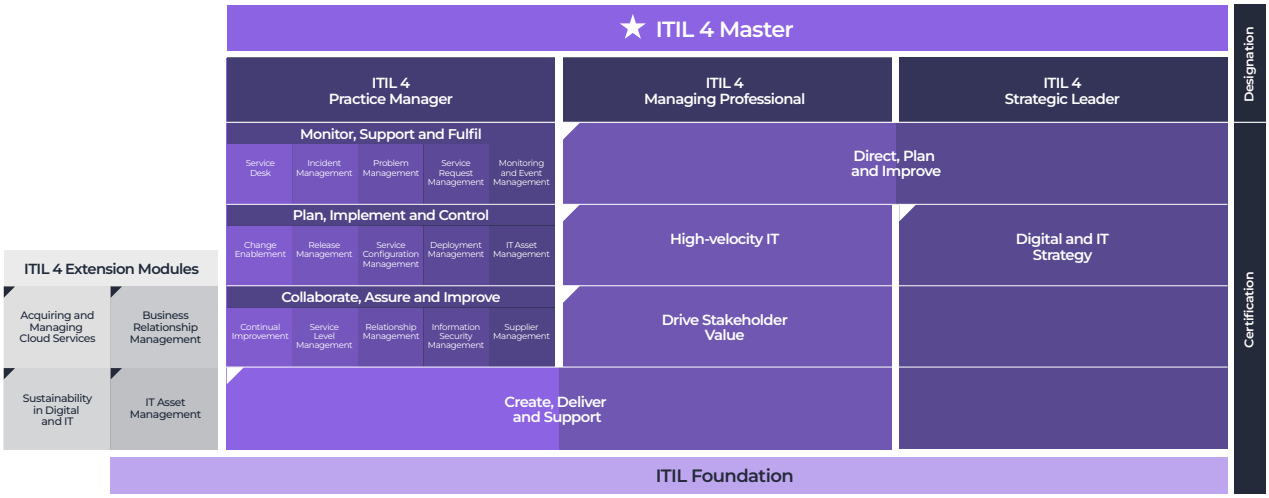
WHAT IS ITIL 4?

ITIL 4 is the world's most widely used IT Service Management (ITSM) framework, offering a holistic and adaptable best practice framework for professionals and organisations to derive maximum value from IT-enabled services and products. ITIL 4 is a practical and flexible guide that helps organisations align their digital, human, and physical resources to remain competitive in a rapidly changing digital landscape.

WHY ITIL 4?

Getting certified in ITIL 4 is key to **standing out and succeeding in the competitive field of IT-enabled products and services.** ITIL is a comprehensive, practical, flexible, and proven framework **used by 82% of Fortune 500 companies for over 30 years.**

OFFICIAL ITIL 4 CERTIFICATION SCHEME



ITIL Foundation is a prerequisite for any ITIL 4 certification, except for the extension modules Acquiring and Managing Cloud Services, and Sustainability in Digital and IT that do not have any prerequisite.

ITIL 4 Managing Professional is awarded when the Create, Deliver and Support, the Drive Stakeholder Value, the High-velocity IT, and the Direct, Plan and Improve certifications are achieved.

ITIL 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL 4 Practice Manager is awarded when the Create, Deliver and Support certification, and a) any FIVE individual practice-based certifications are achieved, or b) when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

KEY BENEFITS

Get an industry-recognized certification
proving your ability to excel in essential IT service management and handle critical tasks in the field

Be the employers' first choice
for roles in IT service management and support

Advance your career in IT
opening doors to new roles and cutting-edge opportunities in the evolving tech landscape

Drive digital transformation
and improve processes

Enhance collaboration and transparency
between IT operations and development teams

Enable automation
and integrate new and emerging technologies and practices

Drive operational excellence
streamlining IT operations, reducing costs, and improving service delivery with ITIL principles

Lead with confidence
with ITIL certifications that equips you to make informed decisions in ITSM, risk management, and resource allocation

Cultivate a culture of continuous improvement
to boost morale and team engagement

Visit the PeopleCert website for more information about ITIL 4 certification and training options!

Start Your ITIL Journey Today and Advance Your Career

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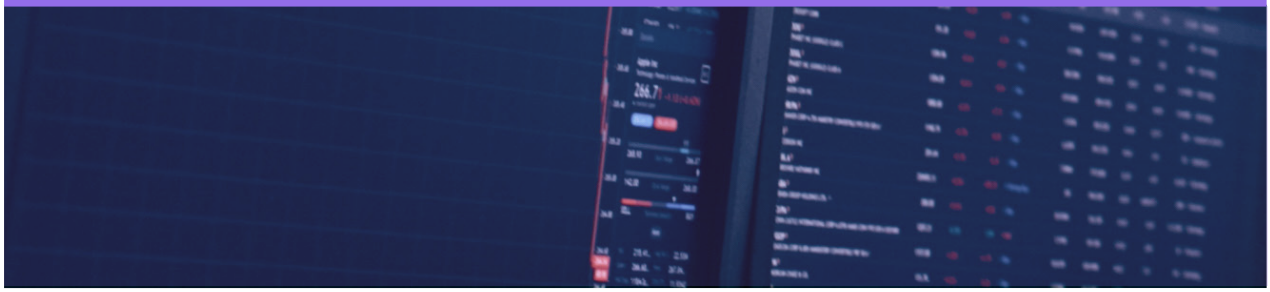

PeopleCert
Dream it, do it.

PeopleCert is the global leader in the certification industry, with a product portfolio of global best practice frameworks and certifications including ITIL® and DEVOPS INSTITUTE® for IT & Digital Transformation, and PRINCE2® for Project, Programme & Portfolio Management, as well as language qualifications through LANGUAGECERT®.

Our certifications are delivered across the globe, empowering people and organizations to achieve what they are capable of, improving organizational efficiency and realizing their life ambitions through learning.

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