

ITIL 4 Designations and Extension Modules Explained

Developing essential skills for the new digital era



Future-proof your business with ITIL® 4

The digital shift

Digital services are revolutionizing the way organizations and professionals work and are a big success factor in remaining competitive in the modern digital economy. Interaction between humans, digital technologies and physical assets, create an increasingly fast-paced and complex environment, requiring key players to be more agile, better equipped to adapt and ready to adopt new ways of working to succeed.

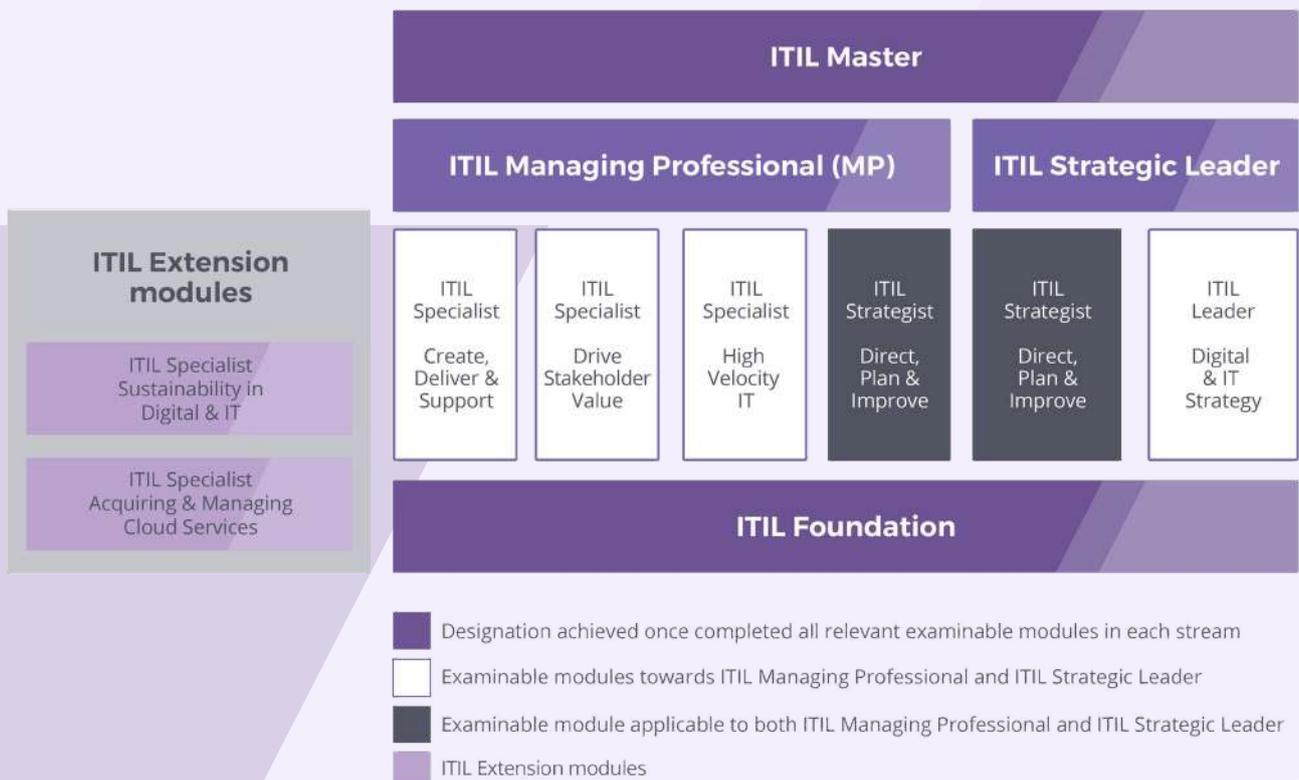
How to succeed in the new digital era

ITIL® 4, the latest evolution of the ITIL framework, prepares IT and digital professionals with the skills needed for managing services in the digital age. It provides a customizable solution to the many challenges brought about by the digital shift.

The globally-recognized ITIL 4 framework helps organizations realise business change, transformation and growth, while enabling a wide range of ITSM and other digital professionals to upskill and remain relevant on the current job market.

The ITIL 4 framework consists of seven core modules and two extension modules

- ITIL 4 Foundation
- ITIL 4 Specialist: Create, Deliver and Support
- ITIL 4 Specialist: Drive Stakeholder Value
- ITIL 4 Specialist: High-velocity IT
- ITIL 4 Strategist: Direct, Plan and Improve
- ITIL 4 Leader: Digital and IT Strategy
- ITIL 4 Specialist Acquiring & Managing Cloud Services
- ITIL 4 Specialist Sustainability in Digital & IT
- ITIL 4 Master (coming soon)



Continue your ITIL 4 advanced framework journey through two certification designations:

ITIL 4 Managing Professional designation (MP)

The Managing Professional (MP) designation provides practical and technical insight into coordinating successful IT-enabled services, teams, and workflows. It consists of four modules:

- ITIL 4 Specialist: Create, Deliver and Support
- ITIL 4 Specialist: Drive Stakeholder Value
- ITIL 4 Specialist: High-velocity IT
- ITIL 4 Strategist: Direct, Plan and Improve (universal module)

ITIL 4 Strategic Leader designation (SL)

ITIL 4 Strategic Leader (SL) designation recognises the value of ITIL across all digitally enabled services. Becoming an ITIL 4 Strategic Leader provides professionals with a clear understanding of how IT influences and shapes business strategy.

It consists of two modules:

- ITIL 4 Strategist: Direct, Plan and Improve (universal module)
- ITIL 4 Leader: Digital and IT Strategy

ITIL 4 Specialist: Create, Deliver and Support

The ITIL 4 Specialist: Create, Deliver and Support module provides guidance for deploying 'core' service management activities. It is the logical next step for those wanting to make immediate tangible changes to their working methods.

- Take this module if you are looking to:
- Improve established processes
- Effectively manage IT teams
- Optimise value streams and workflows
- Align digital services with business strategy
- Develop services to meet demand
- Integrate new technologies

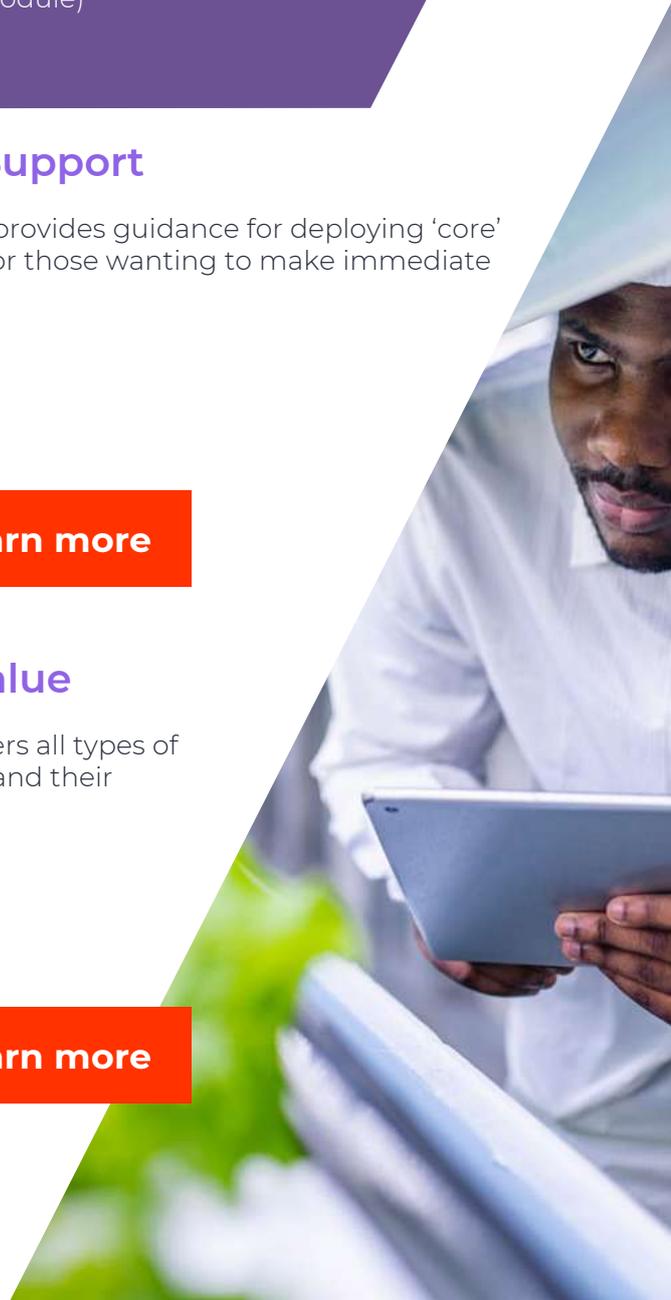
[Learn more](#)

ITIL 4 Specialist: Drive Stakeholder Value

The ITIL 4 Specialist: Drive Stakeholder Value module covers all types of engagement and interaction between a service provider and their customers, users, suppliers, and partners.

- Take this module if you are looking to:
- Effectively manage all stakeholders
- Build trusted relationships
- Shape customer demand
- Optimize user experience and customer experience
- Embed effective design thinking

[Learn more](#)



ITIL 4 Specialist: High-velocity IT

The ITIL 4 Specialist: High-velocity IT module explores the ways in which digital organizations and digital operating models function in high velocity environments.

Take this module if you are looking to:

- Converge business goals with IT
- Embed complex and adaptive systems
- Improve performance with Lean, Agile and DevOps methods
- Increase the speed and quality of services
- Make value-creating digital and IT investments

[Learn more](#)

ITIL 4 Strategist: Direct, Plan and Improve

The ITIL 4 Strategist: Direct, Plan and Improve module provides IT professionals and leaders with the ability to use ITIL methods in their overall IT strategy, aligning an evolving IT organization with a strong and effective strategic direction.

Take this module if you are looking to:

- Drive organizational change
- Encourage a culture of continual improvement
- Ease decision making
- Support change management
- Minimize disruption

[Learn more](#)

ITIL 4 Leader: Digital and IT Strategy

ITIL 4 Leader: Digital and IT Strategy adds a new perspective to ITIL 4 guidance, elevating the discussion around ITIL concepts to an organizational strategy level. The module enables IT and digital leaders to influence and drive strategic business decisions by helping them to create an appropriate digital strategy aligned to the wider business goals.

Take this module if you are looking to:

- Develop a cross-organisational digital strategy
- Craft a digital vision
- Drive operational excellence
- Respond to digital disruption
- Enable a sustainable business
- Strategically manage risk
- Develop future digital leaders

[Learn more](#)



Gain the skills you need for the challenges of the future with ITIL 4 Extension Modules, without any prerequisites

ITIL 4 Extension Modules

The ITIL 4 Extension Modules support organizations and professionals tackle the challenges and opportunities presented by emerging technologies and themes that impact their operations, with no formal prerequisites.

These modules allow individuals to learn about ITIL concepts, develop an understanding of relevant ITIL 4 guidance and enable career development opportunities.

There are currently two modules that comprise the ITIL 4 Extension Modules:

- ITIL 4 Specialist: Sustainability in Digital & IT
- ITIL 4 Specialist: Acquiring & Managing Cloud Services

The relevant key concepts from the ITIL 4 framework will be covered as part of each module, making it accessible to anyone interested in gaining critical skills in these areas, regardless of their prior experience with ITIL 4 concepts.

ITIL 4 Specialist: Sustainability in Digital & IT

ITIL 4 Specialist: Sustainability in Digital & IT is for IT professionals who are looking to understand the role IT and digitally enabled services have in relation to the environment, whilst exploring opportunities to positively impact it.

Take this module if you are looking to:

- Deliver value through sustainable, digitally-enabled products and services
- Address challenges through sustainable strategies and practices
- Gain practical knowledge of key principles in sustainability
- Identify risks and opportunities using best practice guidance

[Learn more](#)

ITIL 4 Specialist: Acquiring & Managing Cloud Services

ITIL 4 Specialist: Acquiring & Managing Cloud Services is for IT professionals who are involved in the procurement, implementation and ongoing evaluation of cloud services and technologies to ensure they are providing value.

Take this module if you are looking to:

- Analyze available solutions using a vendor-neutral approach
- Identify, select and deliver optimized cloud services
- Facilitate value co-creation
- Adopt a customer-focused end-to-end cloud procurement user journey

[Learn more](#)

PeopleCert

All talents, certified.

PeopleCert is the global leader in the assessment and certification of professional skills, partnering with multi-national organizations and government bodies to develop and deliver market leading exams. PeopleCert delivers exams across 200 countries, in 25 languages, through its state-of-the-art assessment technology, enabling professionals to reach their full potential and realize their life ambitions through learning.