

The ITIL® Qualification Scheme Explained



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 Driver 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.

The ITIL® (Version 5) qualification scheme begins with **ITIL® Foundation** and progresses through eight advanced modules and one extension module. These advanced modules are organized into three learning streams, each leading to a professional designation:

- ITIL® Practice Manager (Version 5)
- ITIL® Managing Professional (Version 5)
- ITIL® Strategic Leader (Version 5)

Completing the required modules within a stream grants the corresponding designation. Learners who complete all three designations achieve the highest level of recognition: **ITIL® Master**.

The four designations together create a clear and comprehensive pathway for developing mastery in digital product and service management.

1. ITIL® FOUNDATION (VERSION 5)

ITIL® (Version 5) Foundation is the entry point for all learners. It introduces the shared language, core concepts, and unified lifecycle for managing digital products and services. It establishes a foundational understanding of value creation, collaboration, governance, and continual improvement.

Top tip! If you have already completed the **ITIL® 4 Foundation** certification, you do not need to complete the new Version 5 Foundation course or complete a bridge session to continue with the rest of the qualification scheme, either ITIL® 4 or ITIL® (Version 5) Foundation are the prerequisite for the advanced levels. For new learners to the programme, we would recommend starting with the Version 5 class as this will equip you best for the advanced levels.

2. ITIL® PRACTICE MANAGER (VERSION 5)

To earn the Practice Manager designation, candidates complete **ITIL® (Version 5) Foundation** and choose one Practice Specialization Module. Each specialization includes five defined practices.

ITIL® (VERSION 5) MONITOR, SUPPORT AND FULFIL (MSF)	ITIL® (VERSION 5) COLLABORATE, ASSURE AND IMPROVE (CAI)	ITIL® (VERSION 5) PLAN, IMPLEMENT AND CONTROL (PIC)
Service Desk Incident Management Problem Management Service Request Management Monitoring and Event Management	Relationship Management Supplier Management Service Level Management Continual Improvement Information Security Management	Change Enablement Deployment Management Release Management Service Configuration Management IT Asset Management

To complete the Practice Manager designation, candidates must also complete **ITIL® Transformation** and pass the related exam.

3. ITIL® MANAGING PROFESSIONAL (VERSION 5)

The Managing Professional designation requires completion of ITIL® Foundation and the following modules: ITIL® Product, ITIL® Service, ITIL® Experience, and ITIL® Transformation. This stream develops advanced capability in product delivery, service management, experience management, and organizational improvement.

4. ITIL® STRATEGIC LEADER (VERSION 5)

The Strategic Leader designation requires completion of ITIL® Foundation, ITIL® Strategy, and ITIL® Transformation. This stream focuses on the alignment of digital strategy, governance, investment, and leadership within the modern enterprise.

5. ITIL® TRANSFORMATION (VERSION 5)

ITIL® Transformation is a core module in the ITIL® (Version 5) qualification scheme. It is required for the Practice Manager, Managing Professional, and Strategic Leader designations. This module equips professionals to design, plan, and manage improvements across the service value system. ITIL® Transformation only needs to be taken once, and the achievement applies across all designations.