

# Live, Expert-Led ITIL® 4 Training That Transforms IT Service Delivery

In today's fast-paced business landscape, the demand for top-tier service quality, cost efficiency, and production agility is on the rise. It's no wonder that the IT Infrastructure Library (ITIL), globally renowned as the go-to framework for delivering IT services, remains exceptionally popular. Eighty-two percent of Fortune 500 companies rely on ITIL, and thousands of organizations worldwide, including NASA, the UK National Health Service (NHS), and Disney™, have embraced ITIL as their ITSM framework.

For IT professionals driving the adoption or expansion of ITIL initiatives, the need for comprehensive training and certification is constant. Even non-technical team members value ITIL training, as it enhances essential soft skills such as communication, collaboration, and change management.

Enter live, expert-led ITIL training.

This transformative learning experience goes beyond theory, providing real-time contextualization, practical insights, and real-world knowledge that empowers learners to seamlessly integrate ITIL best practices into their operations.

The result?

Streamlined processes, heightened service quality, and improved overall efficiency—a win-win for both IT professionals and the organizations they serve.

## THE VALUE SKILLSOFT-GLOBAL KNOWLEDGE DELIVERS

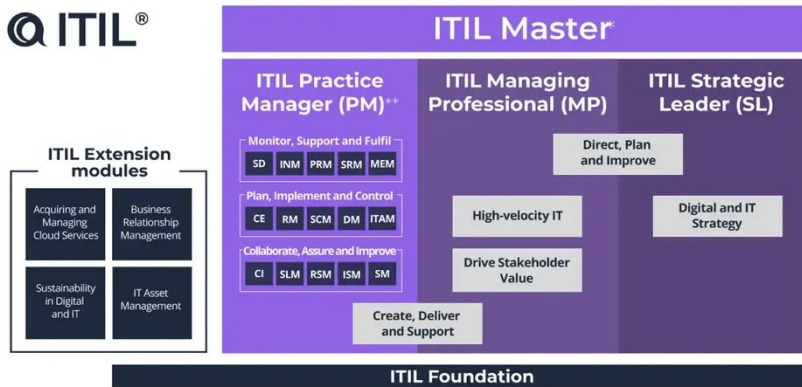
***As the largest ITIL Accredited Training Organization (ATO), Skillsoft-Global Knowledge is the trusted training partner for individuals and teams seeking to build mission-critical skills, prepare for certification, and gain a competitive edge in today's dynamic market.***

Unlock the full potential of IT service management (ITSM) capabilities with our expansive course catalog and global schedule. Led by expert instructors, our immersive open-enrollment and private group courses equip participants with essential skills to thrive in today's competitive market. Our comprehensive curriculum spans from foundational awareness to advanced training and certification preparation, enabling organizations to:

- Achieve improved IT services
- Reduce costs
- Enhance outcomes
- Mitigate risks
- Increase client satisfaction



## LIVE ITIL 4 TRAINING COURSES & CERTIFICATION SCHEME



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### ITIL 4 FOUNDATION

Learn ITIL fundamentals and prepare for the ITIL 4 Foundation certification. This foundational live training establishes a common vocabulary across teams and sets the stage for deeper ITIL and ITSM learning, empowering learners with the necessary skills to seamlessly implement ITIL practices within their environments.

### ITIL 4 PRACTICE MANAGER

Build out the key practices to deliver exceptional services with confidence and precision. Designed for IT professionals interested in leadership roles, this live training offers hands-on experiences and equips participants with actionable steps to apply ITIL concepts in real-world scenarios.

This designation offers three pathways, each focused on distinct ITIL 4 management practices:

● **ITIL 4 Specialist:**  
**Monitor, Support,**  
**and Fulfill**

Ramp up front-line service desk skills with a deep dive into incident, problem, service request, and monitoring and event management.

● **ITIL 4 Specialist:**  
**Plan, Implement,**  
**and Control**

Effectively configure, deploy, and manage IT-enabled products and services with a focus on change enablement, deployment, release, service configuration, and IT asset management practices.

● **ITIL 4 Specialist:**  
**Collaborate, Assure,**  
**and Improve**

Explore the key concepts, principles, value, and challenges of continual improvement, and relationship, supplier, service level, and information security management.

**WHAT  
DO OUR  
CUSTOMERS  
HAVE TO  
SAY?**



“The course flowed seamlessly, unlocking the practical application of my skills into a tangible service that seamlessly integrates with my day-to-day job. The inclusion of relevant models, practices, and concepts applicable to the real world was invaluable, prompting me to think differently.”

**KAREN M  
BUSINESS  
ANALYSIS, UK**

skillsoft  
**global  
knowledge™**

## ITIL 4 MANAGING PROFESSIONAL

Take your ITIL knowledge to the next level. This training is designed to enhance the abilities of process managers and team leaders to identify improvement opportunities and adapt ITIL in their organizations. Course participants will emerge as skilled practitioners capable of fostering continuous advancement.

## ITIL 4 STRATEGIC LEADER

For IT and business leaders seeking to shape the future of their organizations, this training guides directors, heads of departments, and aspiring C-Suite professionals in crafting a digital vision, shaping IT and business strategy, and driving organizational change. Upon successful completion, leaders will possess enhanced strategic capabilities, enabling them to align IT initiatives with business objectives to propel meaningful transformations.

## ITIL 4 MASTER

The ITIL 4 Master is the highest level of achievement of the ITIL 4 certification scheme. This certification recognizes that the recipient has mastered the full suite of ITIL competencies, possessing the ability to apply its principles, concepts, methods, and techniques at strategic, tactical, and operational levels. To attain this designation, candidates must complete the Practice Manager (PM), Managing Professional (MP) and Strategic Leader (SL) designations.

## ITIL 4 EXTENSION MODULES

The ITIL 4 Extension Modules expand upon the core ITIL 4 framework, providing organizations and professionals with guidance to navigate the challenges and opportunities presented by emerging technologies and themes that impact their operations. These modules include:

- [ITIL 4 Specialist: Sustainability in Digital & IT](#)
- [ITIL 4 Specialist: Acquiring & Managing Cloud Services](#)

## ACHIEVE YOUR ITIL 4 CERTIFICATION AND RECERTIFICATION GOALS

Our ITIL training includes preparation for the entire ITIL qualification scheme from Foundation to Managing Professional and Strategic Leader.

An ITIL 4 certification demonstrates a commitment to best practices and industry standards, elevating both individual and organizational reputation and credibility. Additionally, recertifying in ITIL 4 demonstrates continued proficiency and commitment to maintaining expertise in an ever-evolving industry, enhancing career opportunities within the IT service management field.


Individuals and teams can recertify for ITIL 4 in three ways, including:

- Retaking the original exam before the renewal date (must purchase a voucher)
- Attending another course within the same product suite and passing the exam before the renewal date (must purchase a course/voucher)
- Earning 20 continuing professional development (CPD) points each year and maintaining an active PeopleCert Plus (MyAxelos membership) subscription (must purchase subscription through PeopleCert/Axelos)

Renew your ITIL certification, see details on renewal requirements, and get answers to our most frequently asked questions (FAQs) about recertification.

[Learn More](#)

95%



Benefit from Skillsoft-Global Knowledge's industry-leading 95% pass rate for the ITIL Foundation exam and an expansive global live course schedule.

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global  
knowledge™



## SELECT FROM 2 TYPES OF ENROLLMENT

All our ITIL instructors are experienced service management practitioners and consultants who bring real-world expertise into the classroom.

### OPEN ENROLLMENT

Access unlimited enrollments across our most popular course titles for an entire year.

### DEDICATED EVENTS

Customer-specific deliveries for a private cohort of their selection, providing the option to tailor course materials and other delivery details.

### READY TO LEARN MORE?

Discover Skillsoft Global Knowledge's industry-recognized ITIL courses and certifications and take the next step in your ITIL journey. |

**EXPLORE ITIL 4 TRAINING SOLUTIONS**

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