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ITIL v4 is Here!

AXELOS has announced the release of ITIL version 4. This newest version of the standard for IT service management will begin rollout in early 2019 with a phased delivery of components over the year. During the transition, ITIL v3 will still be available until some time in 2020. Read this article for more specific details including how to transition your completed or in-progress ITIL certifications.

In November 2017, AXELOS announced plans to update the Information Technology Infrastructure Library (ITIL®), the *de facto* best practice guidance for service management worldwide, at the itSMF USA Fusion 2017 conference.

Speaking at itSMF USA Fusion 2017 conference, AXELOS CEO Peter Hepworth commented: “ITIL is a community-driven initiative, and I would now like to encourage IT professionals to join our Global Research Programme. This is their opportunity to contribute to and drive forward this latest evolution of the framework. They will take ITIL best practice into the future by ensuring that it continues to provide service management professionals with guidance

that reflects the realities and demands of today’s rapidly evolving business environment.”

The ITIL update, a community- and industry-led initiative, was to integrate the ITIL core guidance with complementary practices, such as DevOps, Agile and Lean, working with a global team of industry experts including 150 contributors, reviewers and content writers, and an IT Development Group of over 2,000 members.

The new ITIL v4 Certification Scheme consists of five modules including:

1. ITIL Foundation,
2. ITIL Specialist (three options),
3. ITIL Strategist,

4. ITIL Leader, and
5. ITIL Master.

Looking at the diagram, examinable designations are: ITIL Foundation Certified, ITIL Specialist, ITIL Strategist and ITIL Leader. A candidate with three ITIL Specialist designations and the ITIL Strategist designation shall be awarded the ITIL Managing Professional (MP) designation. The ITIL Strategic Leader (SL) designation shall also be awarded to candidates with both the ITIL Strategist and ITIL Leader designations.

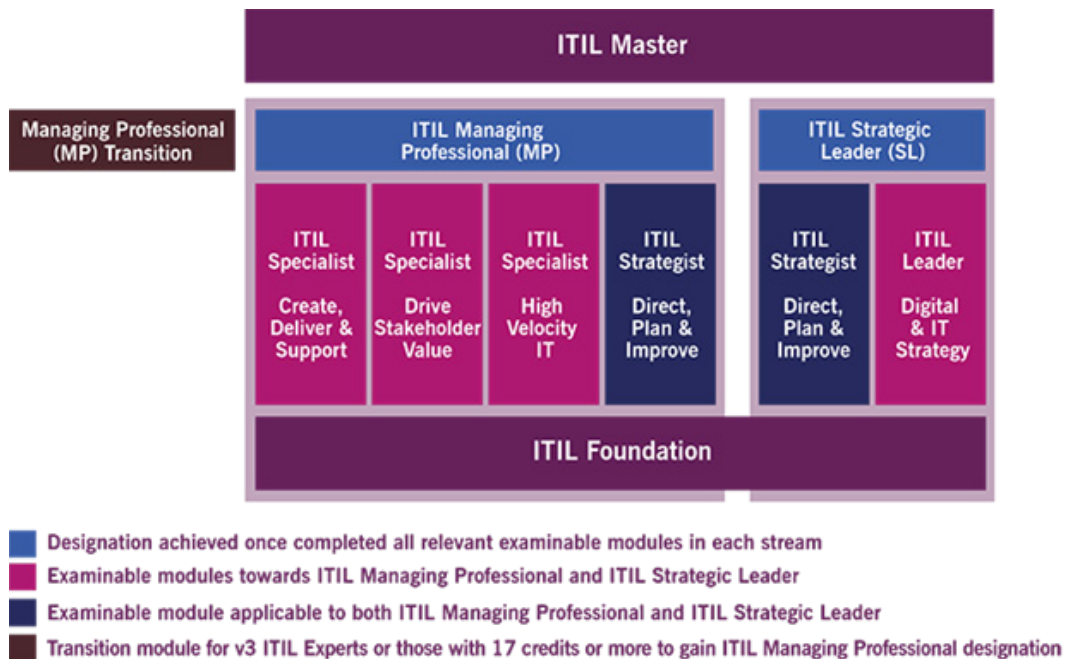
The ITIL v4 Foundation publication will be published in Q1 2019, with other qualifications scheduled for Q2 to Q4 of 2019.

The good news is that v4 takes most of the core of v3 so candidates are advised to

continue their v3 journey and then transition after acquiring 17 credits into the ITIL Managing Professional (MP) designation.

As a renowned expert in Service Management around the world, I am here to demystify all your burning ITIL-related questions and make your ITIL v4 journey seamless. To that effect, I will provide quarterly updates on ITIL going forward so you can expect to receive the next update early January 2019.

I would like to hear from you on your ITIL journey (ITIL v1, v2, v3 or v3 2011 edition), so that I can better guide you or your organization on how best you can use service management to deliver value to the enterprise! Please reach out to me at oduko@procept.com.



Top Five ITIL v4 Questions

Q1: *I am just about to start my ITIL journey, would you advise I start with ITIL v3 Foundation?*

As it is inconceivable to make much progress in ITIL v3 before Q2 of 2019, I would recommend you start your ITIL journey with the ITIL v4 Foundation exam scheduled for release in Q1 2019.

Q2: *I have passed the ITIL v3 Foundation exam and/or one or two ITIL Intermediate/Practitioner exams. Should I continue my v3 journey or move into ITIL v4?*

It will depend on how quickly you can accumulate 17 credits from the v3 schema. If you have only passed the ITIL Foundation exam, you may want to switch to v4 immediately; however, if you have passed two or three ITIL Intermediate/Practitioner courses, then I would advise you to continue under the v3 schema until you acquire 17 credits to be qualified for the upcoming Managing Professional Transition course.

Q3: *I am an ITIL Expert. What would I need to transition into ITIL v4?*

As an ITIL Expert, or someone that has acquired 17 credits from ITIL v3, you are eligible to take the Managing Professional Transition course scheduled for release towards the second half of 2019.

Q4: *When will ITIL v3 be retired?*

ITIL v4 contains most of the core principles of ITIL v3 and so v3 core cannot be retired; however, AXELOS will keep the v3 certification scheme live until the middle of 2020, so the v4 transition will be gradual.

Q5: *My organization has implemented many principles of ITIL v3. How should we transition into v4?*

My recommendation is to do nothing at this time. As opportunities evolve to improve overall service provisioning, you will see the need to introduce the new concepts of ITIL v4 into your practices, thereby enhancing the overall value from service management.

Sola Oduko is the IT Management Practice Lead for Procept Associates Ltd. and is the Chief Executive Officer/Managing Director of Procept Associates Professional Services Limited, a Procept franchise operating out of Lagos, Nigeria. He has extensive consulting and training experience in service management, project management, business analysis, business continuity management, enterprise architecture, IT governance and

international standards (including ISO 9001, ISO 14001, ISO 20000-1, ISO 22000, ISO 22301, ISO 27001, ISO 31000, etc.). First to introduce ITIL into West Africa, Sola has designed a full range of ITIL courses (v2, v3, v3-2011, and now v4). He has taught ITIL courses from the Foundation through to ITIL Expert, with impressive results.



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