

WHAT IS...?

ITIL® (Version 5) Qualification Scheme

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WHAT'S INSIDE:

Overview – ITIL (Version 5) Certification Scheme

ITIL (Version 5) Rollout

ITIL (Version 5) Foundation

ITIL (Version 5) Managing Professional Stream

ITIL (Version 5) Strategic Leader

ITIL (Version 5) Transformation Module

ITIL (Version 5) Extension Modules

ITIL Practice-Based Modules

ITIL (Version 5) Master

Journey to ITIL (Version 5)

Overview – ITIL Version (5) Qualification Scheme

Digital technology and digital transformation have and are causing a fundamental shift in how organizations create value. This shift goes beyond modernizing IT to changing how products and services are designed, delivered, and continually improved.

ITIL (Version 5), first introduced in 2026, represents an evolution from traditional IT management to **digital product and service management (DPSM)** and unifies these approaches into a single lifecycle.

The ITIL (Version 5) qualification scheme can be adapted to the learning requirements of individuals and organizations. It uses a modular, tiered structure that allows for a comprehensive view of DPSM or a focused exploration of role-based knowledge areas.

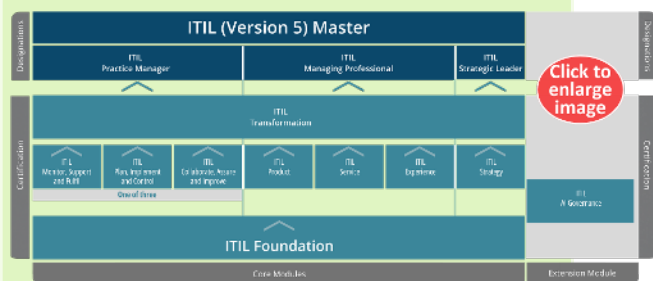
Levels within the scheme include:

- **Foundation**
- **Practice Manager**
- **Managing Professional**
 - Stream of 3 modules
- **Strategic Leader**
- **Master**
 - Designation

The scheme also includes **extension modules** and **practice-based modules** that provide organizations and professionals with the guidance needed to address specific challenges and seize improvement opportunities.

Note: ITIL certifications require renewal every three years.

Click [here](#) to learn more about the PeopleCert Continuing Professional Development (CPD) program.



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ITIL (Version 5) Rollout

ITIL (Version 5), first introduced in January 2026, will be rolled out in phases throughout the first half of 2026.

2026 Key Rollout Dates

Jan 29	Public announcement introducing the new ITIL
Feb 12	Foundation exams go live
Feb 24	ITSM Academy Foundation launch class
Mar 12	ITIL Product, Service & Experience exams go live
Apr 9	ITIL Strategy & Transformation exams go live
May 14	AI Governance & Managing Professional Transition exams go live

ITIL 4 Retirement

ITIL 4 and ITIL (Version 5) will coexist for at least 12 months, providing professionals with time to transition at a pace that makes sense. ITIL (Version 5) builds on the foundations of ITIL 4, and existing ITIL certifications remain fully valid and relevant.

ITIL 4 Foundation certification will continue to serve as a valid prerequisite for advanced all ITIL (Version 5) courses even after retirement of the official ITIL 4 scheme.

Adoption Strategy

Adoption of ITIL (Version 5) will vary by organization and individual, and the right path forward should be evaluated on a case-by-case basis. Factors such as continuity of existing training programs, prior investment in ITIL 4, and whether learners plan to continue on to advanced certifications all influence the optimal transition strategy.

Organizations with multiple teams already trained on ITIL 4 can confidently continue to build value without disruption, while others may choose to align early with ITIL (Version 5) as part of a broader evolution toward product- and service-centric ways of working.

Our education planning specialists are available to meet individually with organizations and individuals to discuss goals, assess current maturity, and recommend a practical, phased road-map for adoption.

Education Strategy Planning (ESP) – A Smarter Approach to ITSM Training



ITIL (Version 5) Foundation

The [ITIL \(Version 5\) Foundation](#) certification is the entry point to ITIL (Version 5) and is the prerequisite for all advanced education. It introduces the shared language, core concepts, and unified lifecycle for managing digital products and services. It also establishes a foundational understanding of value creation, collaboration, governance, and continual improvement.

The certification can help:

- Those who require a basic understanding of the ITIL framework
- Those who want to understand how ITIL can be used to enhance digital product and service management
- IT professionals or others working within an organization that has adopted ITIL
- Anyone working in a product, service, strategy, experience, or transformation role

The learning objectives of ITIL (Version 5) Foundation include an understanding of:

- How value creation is enabled through products and services
- The ITIL Product and Service Lifecycle Model
- The ITIL Value System
- Operating models, value chains, and value streams
- The Four Dimensions of Product and Service Management
- The ITIL Guiding Principles
- The ITIL Continual Improvement Model
- The ITIL management practices

For ITIL (Version 5) Foundation, training is delivered by Accredited Training Organizations, such as ITSM Academy, and can take many different **delivery formats**:

- **Physical classroom:** Training is delivered over approximately two and a half days, with the examination taken at the end of the course. When paper exams are used, clients and their learners typically receive their results from PeopleCert by the next morning..
- **Virtual classroom:** Course length and daily schedules vary. The exam is taken online as a remotely proctored exam at a date and time chosen by the candidate.
- **Self-study and eLearning:** Candidates may also prepare independently through self-study or structured eLearning options.

Individuals who pass *either* the ITIL 4 or ITIL (Version 5) Foundation exam are then free to pursue advanced classes in the ITIL (Version 5) qualification scheme

A banner for the ITSM Professor's blog. On the left is a cartoon illustration of a woman with orange hair and glasses, wearing a blue lab coat. To her right is a red sign that says "The Professor is IN!". Below the sign is the text "A positive place to share knowledge & insights." and the ITSM Academy logo with the tagline "...educate & inspire". At the bottom is a red button that says "ITSMProfessor.net".

Read the ITSM Professor's blogs about ITIL best practices.

A few of our favorites:

- [New ITIL \(Version 5\) Explained](#)
- [Unlock the Power of ITIL](#)

Search the blog for *many* more

The diagram illustrates the ITIL (Version 5) Master framework structure, organized into three main horizontal layers: Designations, Certification, and Core Modules.

- Designations (Top Layer):** This layer includes three roles:
 - ITIL Practice Manager
 - ITIL Managing Professional
 - ITIL Strategic Leader
- Certification (Middle Layer):** This layer is divided into two main sections:
 - ITIL Transformation:** This section includes six modules:
 - ITIL Monitor, Support and Fulfil
 - ITIL Plan, Implement and Control
 - ITIL Collaborate, Assess and Improve
 - ITIL Product
 - ITIL Service
 - ITIL Experience
 - ITIL Strategy
 A note indicates that the first three modules (Monitor, Support and Fulfil; Plan, Implement and Control; Collaborate, Assess and Improve) are "One of three".
 - ITIL AI Governance:** This section includes one module:
 - ITIL AI Governance
- Core Modules (Bottom Layer):** This layer includes two main sections:
 - ITIL Foundation:** This section includes one module:
 - ITIL Foundation
 - Extension Module:** This section includes one module:
 - Extension Module

Arrows indicate the flow and relationships between the modules across the layers. A red circular button on the right side of the diagram says "Click to enlarge image".

Learners build advanced skills in product delivery, service management, experience management, and driving continual organizational improvement.

Individuals who complete all three of the modules that comprise this stream *and* **ITIL Transformation**, or who successfully complete the **ITIL (Version 5) Managing Professional Transition** module* are automatically granted the **ITIL (Version 5) Managing Professional designation**.

Certification	Focus Area
ITIL Product	Coming soon
ITIL Service	Coming soon
ITIL Experience	Coming soon

This 5-day course is for individuals who hold the following designations:

- Learners may begin their ITIL (Version 5) journey by selecting the modules most relevant to their role or interests. This role-based approach allows them to keep their ITIL knowledge current while developing deeper expertise in areas aligned to their responsibilities or field of practice.

Alternatively, learners may pursue the **ITIL Strategy**, **ITIL Practice Manager**, or **ITIL Transformation** modules described in the following sections.

ITIL (Version 5) Strategic Leader Stream

ITIL (Version 5) Strategic Leader is a single-module stream focused on aligning digital product service management (DPSM) with enterprise strategy, governance, investment, and leadership.

The one module is:

Certification	Focus Areas
ITIL Strategy	Coming soon

The **ITIL (Version 5) Strategic Leader designation** requires completion of **ITIL Foundation** (Version 4 or 5), **ITIL Strategy**, and either the **ITIL Transformation** module or the **ITIL (Version 5) Managing Professional Transition** module. Individuals who satisfy these requirements will automatically be granted the designation of **ITIL Strategic Leader**.

ITIL (Version 5) Transformation

ITIL (Version 5) Transformation requires completion of **ITIL Foundation** (Version 4 or 5).

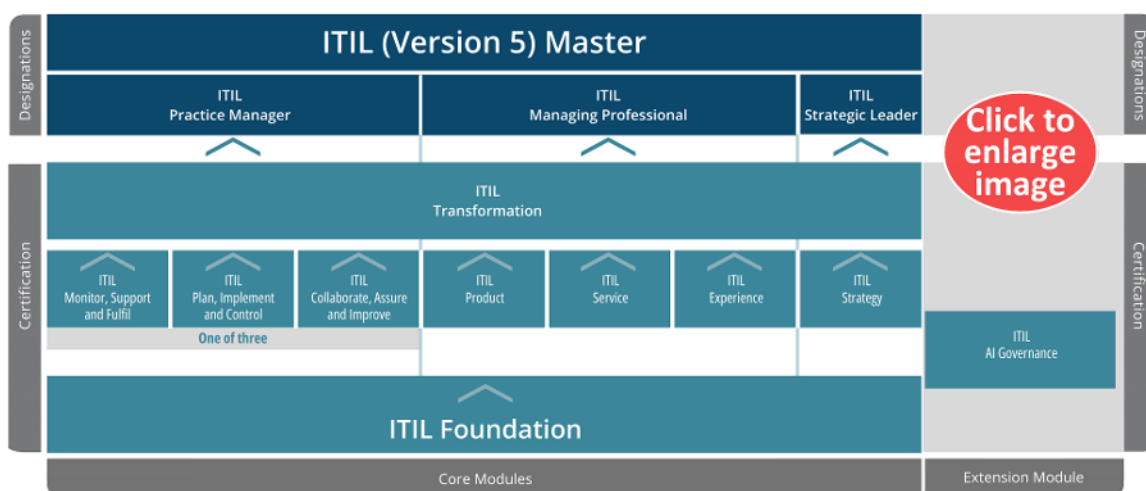
This module is required for the **Practice Manager**, **Managing Professional**, and **Strategic Leader designations**. This module equips professionals to design, plan, and manage improvements across the ITIL value system.

ITIL Transformation only needs to be taken once, and the achievement applies across all designations. Taking the **ITIL (Version 5) Managing Professional Transition** module also satisfies this requirement.

ITIL (Version 5) Extension Module Certifications

The **ITIL (Version 5) Extension Module** stream includes modules that are designed to help individuals build the skills needed to succeed in rapidly evolving environment.

ITIL AI Governance is currently the only extension module within the ITIL (Version 5) qualification scheme. The course focuses on the responsible, ethical, and compliant adoption of artificial intelligence, addressing risk management, transparency, accountability, and regulatory considerations. *Note:* Extension modules do not have a prerequisite.



ITIL Practice-Based Modules

The **ITIL practice-based modules** provide shorter and more flexible training with the opportunity to mix and match - or *bundle* - the modules. One-day individual practice courses are intended for professionals that want to prove and validate their skills in specific practice areas. The practices are also bundled into three-day courses, often referred to as *bundles*, aimed at establishing cross-practice collaboration and effective service value streams.

The 3-day bundled **Practice Manager** courses (**MSF, PIC, CAI**) are:

 **CLICK TO ENLARGE IMAGE** 

Practice Manager		Monitor, Support & Fulfil		Collaborate, Assure & Improve		Plan, Implement & Control	
Monitor, Support & Fulfil		SD	Service Desk	CI	Continual Improvement	CE	Change Enablement
		IM	Incident Management	SLM	Service Level Management	RM	Release Management
Plan, Implement & Control		PM	Problem Management	RM	Relationship Management	SCM	Service Configuration Management
		SRM	Service Request Management	ISM	Information Security Management	DM	Deployment Management
Collaborate, Assure & Improve		MEM	Monitoring & Event Management	SM	Supplier Management	ITAM	IT Asset Management

To achieve the **ITIL (Version 5) Practice Manager designation**, individuals must complete:

- **ITIL Foundation** (Version 4 or 5),
- **Practice Manager**; five individual courses
- **ITIL Transformation** module

- OR -

- **ITIL Foundation** (Version 4 or 5)
- **MSF, PIC, or CAI**; 3-day bundled course
- **ITIL Transformation** module



ITIL (Version 5) Master Designation

The **ITIL (Version 5) Master designation** recognizes individuals that have developed a broad base of ITIL knowledge during their training and certification journey and have mastered the full suite of ITIL competencies.

To be awarded **ITIL (Version 5) Master designation**, candidates must have achieved the following designations:

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

By combining these designations, the **ITIL (Version 5) Master** demonstrates the capability to apply the principles, concepts, methods and techniques from ITIL in the workplace at strategic, tactical and operational levels.

To learn more about individual classes, please visit our website or download a copy of our Education Catalog



The Journey to ITIL (Version 5)

We appreciate you reading through the full **ITIL (Version 5) qualification scheme** document, we hope it has been helpful. We want to emphasize though that ITIL is about *so much more* than training classes and exams. Organizations are no longer driven to digital transformation by crisis, but by the need to compete in an AI-enabled, product-centric economy that elevates both customer and employee experience as strategic differentiators.

The principles, practices, and guidance in ITIL (Version 5) help organizations establish or mature digital product and service management (DPSM) practices that deliver measurable value and strategic advantage.

How individuals and organizations transition from previous versions of ITIL or existing ways of working will vary. A few key considerations:

- **Honor the past (but don't be bound to it)**
 - Leveraging previous versions of best practice frameworks have served you well and will continue to serve you well as you go forward
- **Accept your currently reality**
 - Draw from any and all frameworks and methods (e.g., Agile, Lean, DevOps, SRE, and yes, all versions of ITIL) to continually improve
 - Use the [ITIL Guiding Principles](#) to adapt ITIL to your organization's current circumstances, needs and goals - [download our poster to make them visible](#)
- **Look to the future**
 - Take advantage of [webinars](#), and other complimentary educational offerings such as ITSM Academy's [What is ITIL \(Version 5\)?](#) research paper that provide insight into the key concepts of new ITIL
 - Leverage [PeopleCert's membership program](#) (PeopleCert +) to log Continuing Professional Development (CPD) points and gain access to practical templates, toolkits, and resources - including the **ITIL Official Practice Guides** - designed to help you apply best practices in the workplace
- **Develop a plan**
 - Leverage the **Personal Action Plan** we include with every class
 - Visit our [Resource Center](#) and check out the many free resources that we provide to help you and your organization evolve and improve

Simply put... **Just Keep Learning!**

An individual's plan should consider current or desired role, career goals, and areas of interest.

An organization's **education strategy** should align education goals with current, and future business needs.

The key is ensuring you and your team receive the right education at the right time to support your goals.

...educating & inspiring since 2004, we are here to help.



Additional Resources:

- [ITSM Professor Blog](#) - a WEALTH of knowledge published weekly since 2008
- [Webinar Archives](#) - Monthly since 2007
- [ITSM Academy Resource Center](#)



ITSM Academy

We are a female owned small business, established in 2004. Our extensive catalog contains accredited and sustainable IT Service Management (ITSM) education and advice including; ITIL®, DevOps, Process Design (CPDE), Agile, Site Reliability Engineering (SRE), Value Stream Mapping (VSM), and Experience Level Agreement (XLA). Our business values are founded on trust, loyalty, professionalism and long term relationships.

...educate and inspire is not just our corporate slogan, it speaks to our core mission and goal.



Follow our founder and CXO, Lisa Schwartz, on [LinkedIn](#).

Instructors

Every ITSM Academy instructor is certified to the highest levels in the areas they train. They have years of hands-on IT practitioner experience, enabling them to effectively intertwine theory and real-life stories and scenarios. Using the highest quality content, this engaging training style encourages active group participation, allowing all learners to bring from class a wealth of practical and actionable knowledge.

Accreditations

All of ITSM Academy's certification courseware is developed or enhanced in-house and is accredited by independent, international organizations where applicable.



Game On! - Interactive Learning

Involves students in active learning, using the engaging qualities of a game, fueled by our subject matter experts.

Courseware Licensing (all developed or enhanced in house)

In addition to our public and corporate/onsite training, our courseware is available for licensing / co-branding under our flexible licensing program, including Train-the-Trainer (for qualifying organizations).

my.itsmacademy.com (digital portal)

Extends the learning experience with games, videos, exercises, sample exams, and course materials. It also provides instructors a vast repository of information and guidance to successfully prepare for and teach our courses.

Professional Education Hours (CPDs/PDUs/CPEs/CEUs):

ITSM Academy is proud to make it possible for individuals who attend our classes to earn professional education hours. (e.g., CPDs, PDUs, CPEs, CEUs). These professional education hours can be submitted to associations such as PeopleCert, the Project Management Institute, and ISACA, if applicable.



[Read More](#)

The Story of the Academy

Today, ITSM Academy is widely recognized for its expertise in multiple IT frameworks (ITSM, ITIL, Process Engineering (CPDE), DevOps, Agile Service Management, Lean) and, more importantly, how they work together. But that's not where we started.

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<http://itsmacademy.com>