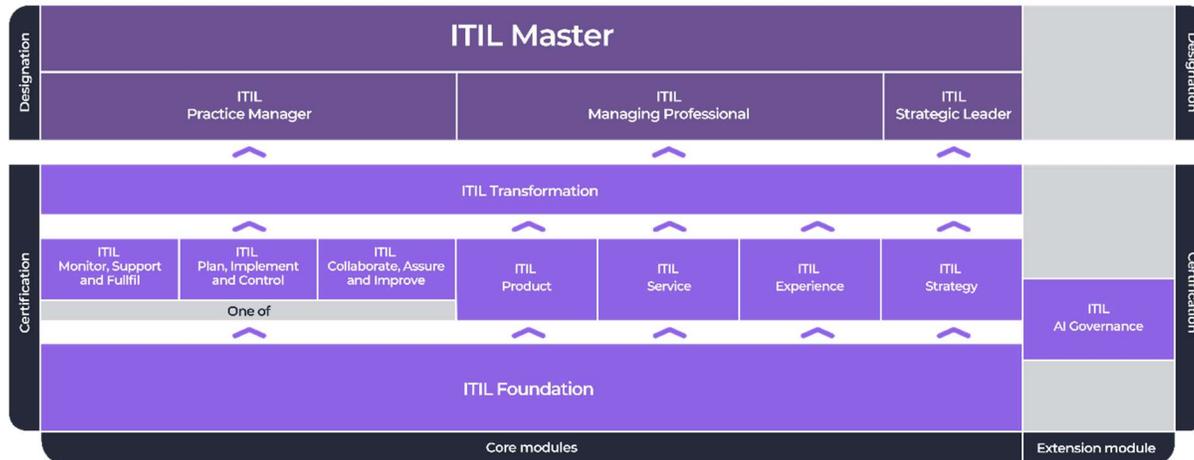# The ITIL® Qualification Scheme Explained

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 pre-requisite 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.

6. **ITIL® AI GOVERNANCE (EXTENSION MODULE)**

   AI Governance is the extension module within the ITIL® (Version 5) qualification scheme. It focuses on responsible, ethical, and compliant adoption of artificial intelligence. The module addresses risk management, transparency, accountability, and regulatory considerations. The previous ITIL® 4 extension modules are not included in the ITIL® (Version 5) scheme.

7. **ITIL® MASTER**

   ITIL® Master is the highest designation within ITIL® (Version 5). It is awarded to professionals who successfully complete the Practice Manager, Managing Professional, and Strategic Leader designations. ITIL® Master recognizes deep expertise and the ability to adopt and adapt ITIL® in complex and diverse real-world environments, positioning professionals as strategic contributors to digital transformation.

TARGET AUDIENCES – WHO BUYS ITIL® (VERSION 5), AND WHY?

AUDIENCE	ROLE(S)	WHY THEY BUY
Existing ITIL® Professionals (ITIL® 4 and ITIL® v3)	ITSM, Operations, Service Managers, Architects	Relevance, Progression, Adoption guidance, Credibility in digital and AI-driven environments, Builds on existing knowledge & experience
Enterprise Leaders and Transformation Teams	CIO, CDO, Head of Transformation, Enterprise Architects	Enable AI-ready digital operating models, Alignment from strategy to operations, Governance, Measurable outcomes, Builds on existing investments
Product, Experience, and Digital Teams (New to ITIL®)	Product Managers, CX Leaders, Digital Delivery Teams	Lifecycle clarity, Experience outcomes, Cross-team collaboration, Align products with Services and business outcomes