



FAQs

> LESS BARRIERS, MORE OPPORTUNITIES

ITIL v3 Foundation now
accepted as a prerequisite
for ITIL 4 higher-level courses!



BUILD ON YOUR ITIL V3 FOUNDATIONS FOR ITIL 4 HIGHER-LEVEL CERTIFICATION!

EVERYTHING YOU NEED TO KNOW

1. WHY IS ITIL V3 FOUNDATION NOW ACCEPTED AS A PREREQUISITE FOR ITIL 4 HIGHER-LEVEL COURSES?

We understand that many of you already have a strong foundation in ITIL v3 and don't want to take another foundation course. This change is designed to help you move forward in your certification journey without additional steps. Your existing ITIL v3 Foundation or any valid ITIL v3 certification will now allow you to enrol directly in any of the ITIL 4 higher-level courses. If you cannot produce your ITIL v3 Foundation certificate, any valid higher-level ITIL v3 certificate is also acceptable.

2. WHAT ARE THE BENEFITS OF THIS CHANGE?

You can save time by bypassing the ITIL 4 Foundation course and focusing on higher-level certifications that are most suitable to your role and career goals. This gives you the opportunity to build on your existing skills, develop modern IT service management practices, and advance your career more quickly.

3. DOES THIS MEAN ITIL 4 IS NOT VERY DIFFERENT FROM ITIL V3?

ITIL 4 builds on the core principles and practical knowledge from ITIL v3 but introduces new concepts to address contemporary IT challenges. While ITIL 4 incorporates modern practices such as Agile, DevOps, digital transformation and additional best practices, it doesn't require starting from scratch. Instead, ITIL evolves and extends the knowledge and experience of ITIL v3 to the new ITIL 4 to help you stay competitive and effectively manage today's complex IT environments.

4. WHAT IF I'VE HEARD ITIL 4 IS MORE THEORETICAL?

ITIL 4 enhances the practical aspects of ITIL v3 by incorporating key concepts like Agile, DevOps, cloud services, information security, and automation. It's not just about theory—it's about adapting to new technology trends while maintaining the practical focus you've mastered in ITIL v3. Plus, with the introduction of ITIL 4 Practice certifications and the revised 34 Practice Guides, professionals can further explore specialized practice areas, gaining targeted skills that ensure they remain hands-on and ready for the future.

This streamlined approach allows you to fast-track your path to prestigious designations such as ITIL 4 Managing Professional, ITIL 4 Strategic Leader, ITIL 4 Practice Manager, and ITIL 4 Master. By bypassing the ITIL 4 Foundation, you can focus directly on the certifications that will most benefit your career and unlock new opportunities in service management and leadership roles.

5. HOW DO I KNOW IF I'M READY FOR ITIL 4 HIGHER-LEVEL COURSES?

If you hold an ITIL v3 Foundation or any ITIL v3 certification and have the knowledge and practical experience applying those principles, you are well-prepared to advance to ITIL 4 higher-level courses. You already have a solid foundation, and these higher-level courses will help you build on that knowledge and experience while integrating the latest trends and practices in IT service management. This approach ensures you stay current with modern advancements and enhances your expertise in the field.

6. WHAT HAPPENS IF I CHOOSE NOT TO PURSUE ITIL 4 CERTIFICATIONS?

Choosing not to advance to ITIL 4 could mean missing out on crucial updates and innovations in the rapidly evolving IT landscape. ITIL 4 addresses contemporary challenges and integrating these certifications into your skill set is vital for staying competitive and contributing to the success of your organization.

7. HOW DO I GET STARTED WITH ITIL 4 HIGHER-LEVEL COURSES?

If you hold an ITIL v3 Foundation or any ITIL v3 certification, you can explore the ITIL 4 higher-Level courses that align with your career goals. [Visit our website](#) for more information and to find the right fit for your next stage of certification.

8. WHICH ITIL 4 HIGHER-LEVEL CERTIFICATIONS QUALIFY FOR THIS OFFER?

- ITIL 4 Specialist: Create, Deliver and Support
- ITIL 4 Specialist: Drive Stakeholder Value
- ITIL 4 Specialist: High-Velocity IT
- ITIL 4 Strategist: Direct, Plan and Improve
- ITIL 4 Leader: Digital and IT Strategy
- ITIL 4 Specialist: Monitor, Support and Fulfil
- ITIL 4 Practitioner: Incident Management
- ITIL 4 Practitioner: Monitoring and Event Management
- ITIL 4 Practitioner: Problem Management
- ITIL 4 Practitioner: Service Request Management
- ITIL 4 Practitioner: Service Desk
- ITIL 4 Specialist: Plan, Implement and Control
- ITIL 4 Practitioner: IT Asset Management
- ITIL 4 Practitioner: Change Enablement
- ITIL 4 Practitioner: Deployment Management
- ITIL 4 Practitioner: Release Management
- ITIL 4 Practitioner: Service Configuration Management
- ITIL 4 Specialist: Collaborate, Assure and Improve
- ITIL 4 Practitioner: Relationship Management
- ITIL 4 Practitioner: Supplier Management
- ITIL 4 Practitioner: Service Level Management
- ITIL 4 Practitioner: Continual Improvement
- ITIL 4 Practitioner: Information Security Management
- ITIL 4 Specialist: Acquiring and Managing Cloud Services
- ITIL 4 Specialist: Sustainability in Digital and IT
- ITIL 4 Specialist: IT Asset Management
- ITIL 4 Specialist: Business Relationship Management
- ITIL 4 How to Implement

9. HOW DO I AVAIL OF THE LIMITED TIME OFFER ON THE ITIL 4 FOUNDATION AND HIGHER-LEVEL MODULE BUNDLE?

If you hold an ITIL v3 Foundation or any valid ITIL v3 certification and would like to get started with ITIL 4, speak to your training provider. The special bundled offer for ITIL v3 holders is available exclusively via our accredited training partner network.