



**Sola Oduko**, MBA, C.Eng, ITIL Expert, PMP, CBAP, BCM Practitioner, PRINCE2 Practitioner

IT Management Practice Lead

# 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.

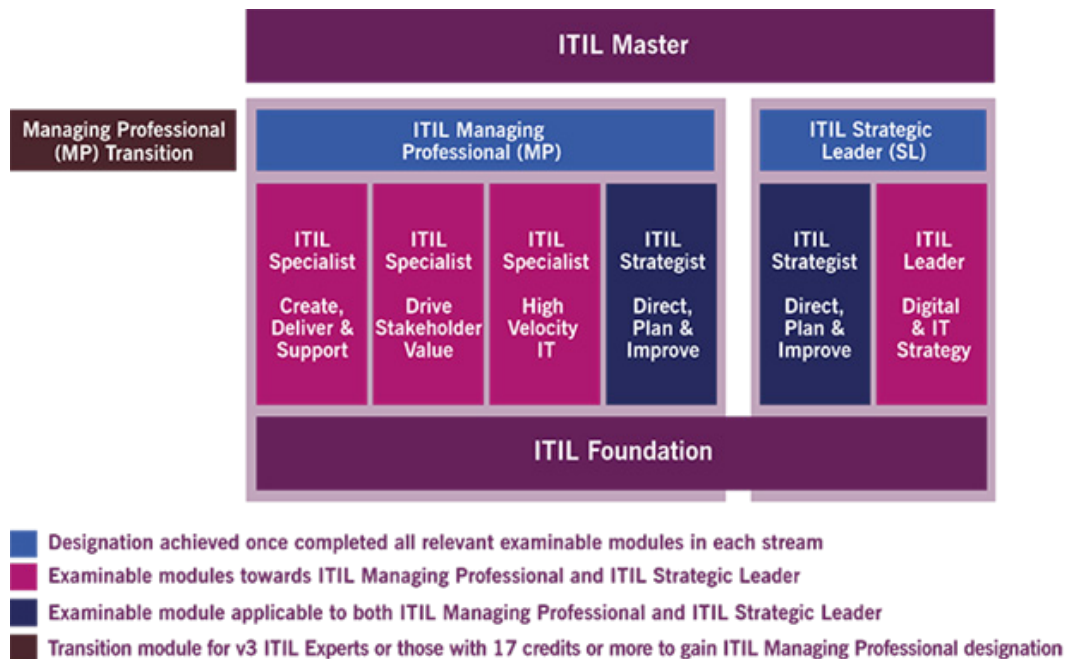
The ITIL® v4 Foundation publication will be published in Q1 2019, with other qualifications scheduled for Q2 to Q4 of 2019.

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](mailto: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.



Phone: +1 (416) 693-5559 (Direct)  
 1-800-261-6861 (Canada & USA only)  
 Fax: +1 (416) 693-0609  
 Email: sales@procept.com

Founded in 1983, Procept Associates Ltd. is Canada’s oldest and most well-established project management training and consulting firm. Procept services clients around the world through its offices coast to coast across Canada plus offices in the U.S.A., Europe, the Middle East, and through its African franchises. Procept is a leader in providing training and consulting in project management, business analysis, agile management, IT service management, business continuity management, innovation management, and general management topics. For more information, visit our web site:

[www.Procept.com](http://www.Procept.com)