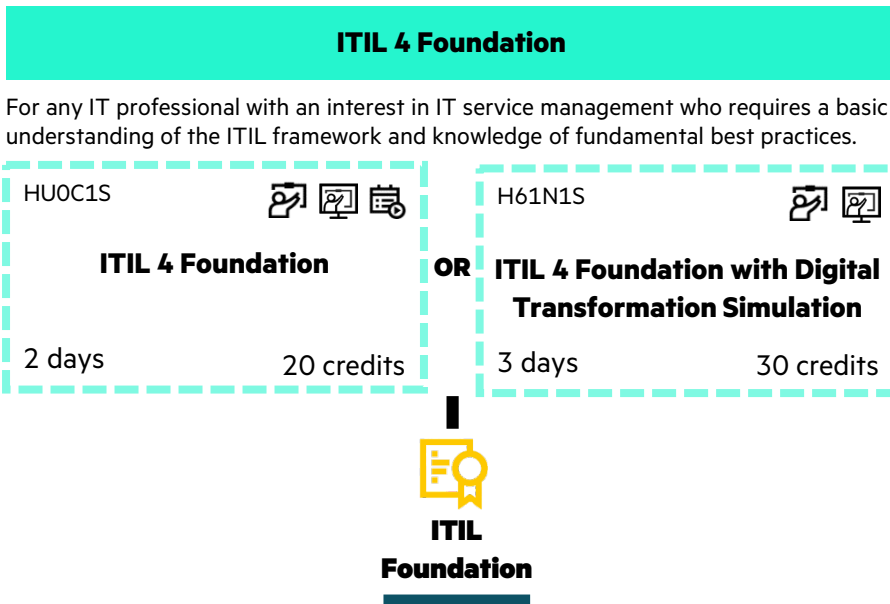**Hewlett Packard Enterprise**

ITIL® 4

OBJECTIVES

These learning paths provide competence in the ITIL (IT Infrastructure Library) framework. Recommended prerequisite training or equivalent skills and experience are key to benefitting from these technical, interactive courses. Click on the course icon to register.

ITIL 4 Foundation
For any IT professional with an interest in IT service management who requires a basic understanding of the ITIL framework and knowledge of fundamental best practices.

HU0C1S			H61N1S	
ITIL 4 Foundation		OR	**ITIL 4 Foundation with Digital Transformation Simulation**	
2 days	20 credits		3 days	30 credits

ITIL Foundation

Choose the path to become an ITIL Strategic Leader or an ITIL Managing Professional

| ITIL 4 Strategic Leader	ITIL 4 Managing Professional
Obtaining an ITIL 4 Strategic Leader certification demonstrates that you have a clear understanding of how IT influences and directs business strategy.	For IT practitioners working within technology and digital teams across businesses to learn to run successful IT enabled services, teams, and workflows

HU0C5S		HU0C2S	
ITIL 4 Strategist - Direct, Plan, and Improve		**ITIL 4 Specialist - Create, Deliver, and Support**	
3 days	30 credits	3 days	30 credits

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Learning path

HU0C6S
ITIL 4 Leader - Digital and IT Strategy
3 days   30 credits

ITIL Strategic Leader

HU0C3S
ITIL 4 Specialist - Drive Stakeholder Value
3 days   30 credits

HU0C4S
ITIL 4 Specialist - High Velocity IT
3 days   30 credits

HU0C5S
ITIL 4 Strategist - Direct, Plan and Improve
3 days   30 credits

ITIL Managing Professional

Learning path

ITIL 4 Practice Manager

These modules bundle 5 ITIL Practices into one course with one exam. The management practices are based on the practice guides and are covered in the ITIL 4 Foundation course. There are 34 ITIL management practices in total, representing some of the most practical resources of the framework. The practices are also enriched with additional guidance on the capability model based on the ITIL 4 maturity model.

HU0C2S

ITIL 4 Specialist - Create, Deliver, and Support

3 days   30 credits

H38CJS

ITIL 4 Specialist – Monitor, Support and Fulfil

3 days   30 credits

OR

H37WRS

ITIL 4 Specialist – Plan, Implement and Control

3 days   30 credits

OR

H37WQS

ITIL 4 Specialist – Collaborate, Assure and Improve

3 days   30 credits

ITIL Practice Manager

ITIL Practice Manager

ITIL Practice Manager

Practices covered in this course:
- Incident Management
- Service Desk
- Problem Management
- Service Request Management
- Monitoring and Event Management

Practices covered in this course:
- Change Enablement
- Release Management
- Service Configuration Management
- Deployment Management
- IT Asset Management

Practices covered in this course:
- Continual Improvement
- Service Level Management
- Relationship Management
- Information Security Management
- Supplier Management

Learning path

ITIL Master

The ITIL 4 Master is the highest level of achievement of the ITIL 4 certification scheme. To be awarded the ITIL 4 Master designation, candidates must have achieved the Practice Manager (PM), Managing Professional (MP) and Strategic Leader (SL) designations. By combining these designations, the ITIL 4 Master demonstrates the capability to apply the principles, concepts, methods and techniques, understands business requirements and knows how to develop a clear strategy, plan and implement them using practical methods and tools; lead cross-functional teams to achieve growth and success for their organization.

ITIL Strategic Leader

ITIL Managing Professional

ITIL Practice Manager

ITIL 4 Extension Modules

These modules help you gain the skills you need for the challenges of the future and provide organizations and professionals with the guidance to address and harness the challenges and opportunities presented by emerging technologies and themes that impact their operations.

H61L1S

ITIL 4 Specialist – Acquiring and Managing Cloud Services

2 days   20 credits

OR

H38DRS

ITIL 4 Specialist – Sustainability in Digital & IT

3 days   30 credits

OR

H38CMS

ITIL 4 Specialist – Business Relationship Management

3 days   30 credits

ITIL Specialist: AMCS

ITIL Specialist: SDIT

ITIL Specialist: BRM

Learning path

KEY

—— Required course

— — — Choose one course

Virtual instructor-led training (VILT)

Instructor-led training (ILT)

HPE Digital Learner

Certification

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hpe.com/ww/learnitsm

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