ITIL 4, the most anticipated update in ITIL history, is finally here. New Horizons, as a Global Best Practice Strategic Partner with AXELOS, is on the leading edge of this exciting release.

ITIL 4 reflects the complexities of modern business technology and provides a guide to managing IT in the service economy.

Here’s what you can expect to find in the updated ITIL framework:

- **End-to-end IT Focus**
  - ITIL 4 covers the full delivery (and maintenance) of tech-enabled products and services, while guiding how IT interfaces with – and even leads – wider business strategy.

- **Processes to Practices**
  - The ITIL practices described in ITIL 4 will maintain the value and importance provided by the current ITIL processes, whilst at the same time expand to be integrated to different areas of Service Management and IT.

- **A Complementary Framework**
  - ITIL 4 is built to power the business tech of today – while complementing ways of working like Agile, Lean, DevOps, COBIT5, and more – and helping to drive the innovations of tomorrow.

- **A Holistic Approach to Facilitate Value**
  - ITIL has evolved beyond the delivery of services to providing end-to-end value delivery. The focus is now on the co-creation of value.

- **Four Dimensions and Guiding Principles**
  - To support a holistic approach to service management, ITIL 4 defines four dimensions that are critical to the effective facilitation of value. The guiding principles are also the core of ITIL 4 and enable professionals to adopt and adapt.

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### ITIL 4 Benefits

**Benefits for Organizations**
- Benchmark services, optimizing budget allocation and ROI
- Track, measure and demonstrate the value driven by IT
- Mitigate the risk of IT failure, protecting your business and customers

**Benefits for Individuals**
- Instantly deliver more value across your organization
- Understand how to evolve your existing Service Management processes
- Measure and control the effectiveness of IT services
- Share a global language with other leading IT professionals around the world

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### ITIL 4 End Learner Journey

- All candidates must start with ITIL Foundation for both ITIL Managing Professional and ITIL Strategic Leader to gain a basic understanding of the core concepts and principles of ITIL 4.
- Candidates can then work towards becoming either an ITIL Managing Professional (ITIL MP) or an ITIL Strategic Leader (ITIL SL) by completing the relevant modules.
- If a candidate completes all 5 modules, gaining both designations from the two streams, they will be eligible for assessment to become an ITIL Master.
- More details about ITIL Master will be announced at a later date.

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**ITIL® Foundation**

**ITIL® Managing Professional (MP)**
- ITIL® Specialist
  - Create, Deliver & Support
- ITIL® Specialist
  - Drive Stakeholder Value

**ITIL® Specialist**
- ITIL® Specialist
  - High Velocity IT
- ITIL® Specialist
  - Direct, Plan & Improve

**ITIL® Strategic Leader (SL)**
- ITIL® Strategist
  - Direct, Plan & Improve
- ITIL® Leader
  - Digital & IT Strategy

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