



Course technical sheet

ITIL 4 Master

Fee

680,00 €

Final exam only

Course code

ITIL4_MASTER

Test duration

60 min

Passing score

70%

Issued

27/05/2026

Executive summary

Course description ITIL 4 Master is an advanced synthesis pathway for senior professionals with a complete view of IT Service Management: operational, strategic, specialist and transformational. The course is designed to consolidate the ability to apply ITIL in complex scenarios, connecting governance, value streams, practices, leadership, continual improvement, digital strategy and business outcomes. Learning objectives By the end of the course, learners will be able to: - integrate operational, strategic and specialist perspectives in the management of IT and digital services; - analyse complex scenarios and define approaches aligned with value, risk, governance and sustainability; - design improvement and transformation models based on evidence, metrics and business objectives; - guide senior decisions on operating models, sourcing, portfolio, service governance and digital transformation; - coordinate practices, value streams and stakeholders in an integrated way; - demonstrate leadership, consulting, critical evaluation and advanced application of the ITIL framework. Main contents - Full integration of the Service Value System, Service Value Chain, practices and guiding principles. - Service governance, risk control, compliance and decision models. - Digital strategy, transformation, roadmaps and value management. - Design and optimisation of value streams, practices and operating models. - Leadership, organisational culture, stakeholder management and change management. - Maturity assessment, metrics, benefits, continual improvement and sustainability. - Complex cases, consulting scenarios and advanced application in enterprise contexts. Target audience This course is intended for senior professionals, ITSM leaders, IT Directors, CIOs, senior consultants, governance leaders, service portfolio managers, transformation managers and professionals who need to demonstrate a complete and integrated view of IT and digital service management. Expected outcomes Learners consolidate advanced service management competence, connecting operations, strategy and specialist practice. The course prepares them to reason through complex scenarios, make informed decisions, lead transformations and demonstrate cross-functional, value-oriented mastery of the ITIL framework.

Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may

Certification Bodies Management systems

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be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

Syllabus summary

Course description ITIL 4 Master is an advanced synthesis pathway for senior professionals with a complete view of IT Service Management: operational, strategic, specialist and transformational. The course is designed to consolidate the ability to apply ITIL in complex scenarios, connecting governance, value streams, practices, leadership, continual improvement, digital strategy and business outcomes. Learning objectives By the end of the course, learners will be able to: - integrate operational, strategic and specialist perspectives in the management of IT and digital services; - analyse complex scenarios and define approaches aligned with value, risk, governance and sustainability; - design improvement and transformation models based on evidence, metrics and business objectives; - guide senior decisions on operating models, sourcing, portfolio, service governance and digital transformation; - coordinate practices, value streams and stakeholders in an integrated way; - demonstrate leadership, consulting, critical evaluation and advanced application of the ITIL framework. Main contents - Full integration of the Service Value System, Service Value Chain, practices and guiding principles. - Service governance, risk control, compliance and decision models. - Digital strategy, transformation, roadmaps and value management. - Design and optimisation of value streams, practices and operating models. - Leadership, organisational culture, stakeholder management and change management. - Maturity assessment, metrics, benefits, continual improvement and sustainability. - Complex cases, consulting scenarios and advanced application in enterprise contexts. Target audience This course is intended for senior professionals, ITSM leaders, IT Directors, CIOs, senior consultants, governance leaders, service portfolio managers, transformation managers and professionals who need to demonstrate a complete and integrated view of IT and digital service management. Expected outcomes Learners consolidate advanced service management competence, connecting operations, strategy and specialist practice. The course prepares them to reason through complex scenarios, make informed decisions, lead transformations and demonstrate cross-functional, value-oriented mastery of the ITIL framework.

Learning Objectives

- Integrate operational, strategic, and specialist perspectives in IT and digital service management
- Analyze complex scenarios with approaches aligned to value, risk, and governance
- Design improvement and transformation models based on evidence and business objectives
- Guide senior decisions regarding operating models, sourcing, and digital transformation
- Coordinate practices, value streams, and stakeholders in an integrated manner
- Demonstrate leadership, consulting skills, and advanced application of the ITIL framework

Skills Acquired

- Full mastery of the Service Value System and its components
- Governance capabilities covering risk and compliance within enterprise environments

- Strategic digital management and transformation roadmap development
- Design and optimization of value streams and operating models
- Leadership and change management within complex contexts
- Conducting maturity assessments and sustainable service development

Target Audience

- CIOs, IT Directors, ITSM leaders
- Senior consultants, transformation managers
- Governance leaders and service portfolio managers
- Professionals with advanced responsibilities in IT service management

Prerequisites

- Deep knowledge of the ITIL 4 framework and proven experience in ITSM

Syllabus

- Integration of Service Value System, value chain, practices, and guiding principles
- Governance, risk, compliance, and decision-making models
- Digital strategy, value management, and transformation roadmaps
- Designing value streams and operating models
- Leadership, organizational culture, and stakeholder management
- Maturity, metrics, continual improvement, and sustainability
- Analysis of complex cases and consulting scenarios

Teaching Methodology

- Lectures and interactive workshops
- Case studies and real-world problems
- Guided discussions and scenario simulations

Assessment Method

- Final exam with 70% passing score

Duration

- Hours: 60

Certification

- Certificate of completion awarded upon passing the final exam

Expected Outcomes**Certification Bodies Management systems**

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- Advanced integrated IT service management competences
- Ability to make strategic and operational decisions in complex environments
- Leadership in digital transformation and service governance