TECHNICAL LEARNING AND ASSESSMENT DOSSIER

ITIL 4 Master

Price / certificate issuance
680,00 €
VAT excluded

Course code	Minimum duration	Final pass score	Dossier issue
ITIL4_MASTER	60 min	70%	28/11/2026

1. Course identity, purpose and scope

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.

This extended technical dossier describes the pathway as published in CIWZ Academy on the issue date. It consolidates purpose, references, learning architecture, module contents, assessment system, passing criteria and certificate conditions. It does not replace the official texts of the standards, laws, guidelines or schemes

referenced.

2. Normative, regulatory and technical references

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.

References are used as the learning and assessment framework within the limits of published content and available sources. For professional application, the official and current versions of the referenced documents always prevail.

3. Learning architecture and assessment system

- minimum tracked time: 60 min
- active final-exam bank: 200 questions
- final exam: 30 questions selected from the bank
- passing threshold: 70%
- Direct access to the final assessment under the published rules for the exam-only pathway.
- Exam assembly from the active course bank and scoring against the published pass threshold.
- Recording of the result and, where applicable, request for the final certificate.

4. Official catalogue technical information

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

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

7. Assessment system, final exam and passing criteria

- The final assessment consists of 30 questions selected from the active course bank. The platform applies an anti-repetition logic for new attempts when the bank size allows it.
- Final question-bank size detected at generation time: 200 active questions.
- Published passing threshold for the course: 70%.
- Questions are intended to assess not only recall but also interpretation, application, evidence selection, scenario assessment and quality of decision-making, depending on the subject matter.

8. Tracking, learning continuity and session integrity

- Path status, completed modules and recorded time are managed server-side when the course uses the Academy learning mode.
- The platform allows the pathway to resume from the recorded point and retains the results of required checks.
- Assessment sessions may be subject to the integrity and proctoring controls enabled by the platform and described in the applicable usage rules.
- Technical and integrity events support assessment and do not replace professional judgement where human review is required.

9. Certificate, use and limitations

The CIWZ certificate, where provided by the pathway and requested after passing, records the result achieved in the stated CIWZ pathway or assessment. It does not automatically replace personnel certification, professional registration, statutory licence, legal qualification or credentials issued by third-party bodies where such requirements are imposed by the applicable scheme.

10. Commercial and tax conditions

- Price / certificate issuance: 680,00 € VAT excluded.
- UAE VAT is applied to UAE customers according to billing data and the applicable tax rules.
- Any specific commercial terms, agreements or corporate orders override the public price only when formally accepted by Certificato IWZ FZCO.

11. Dossier document control

- Document automatically generated by CIWZ Academy from the course data published at the time of the request.
- Course code: ITIL4_MASTER
- Document language: EN

- Generation date: 28/11/2026
- For normative and professional application, the current official sources and any applicable procedures/schemes prevail.