The IT Infrastructure Library® (ITIL) is the most widely accepted approach to IT service management in the world. ITIL is a best practice framework that has been drawn from both the public and private sectors internationally. It describes how IT resources should be organised to deliver business value, documenting the processes, functions and roles of IT Service Management (ITSM).

DexNova deliver a full range of accredited ITIL training courses to individuals and organisations world-wide. Please select the ITIL qualification you are interested in training in:

ITIL Foundation Course

The ITIL Foundation Certificate in IT Service Management provides IT professionals and managers with the essential skills needed to deliver customer-centric, cost-justified, and business-driven IT services. Our ITIL Foundation course helps IT leaders understand ITIL terminology, processes, and innovations that can change the way they do business.

The ITIL Foundation Certificate is worth two credits in the ITIL Qualification Scheme.

ITIL Intermediate Course

Following ITIL Foundation, you can specialize your expertise at the Intermediate ITIL level, which offers two education paths, or streams. The first, ITIL Service Lifecycle, consists of five modules that are ideal for managers or leaders who need to understand how to manage and coordinate the ITIL practice areas. The ITIL Service Lifecycle modules also benefit those who need to provide justification for investing in IT services.

The second stream, ITIL Service Capability, consists of four certifications, or qualifications, that focus on specific phases of the ITIL Service Lifecycle, with emphasis on process activities and their execution and use. If your job role focuses on one area of ITIL or you need detailed, process-level knowledge, the Service Capability modules are for you.

In the ITIL Qualification Scheme, all ITIL Service Lifecycle certifications are worth three credits, and all ITIL Service Capability qualifications are worth four credits.

ITIL Managing Across the Lifecycle (MALC)

The MALC qualification is the capstone of the ITIL Intermediate level. Because this qualification requires in-depth knowledge of the ITIL lifecycle and its principles, you may train for and take the exam only after earning the ITIL Foundation certification as well as 15 credits from the ITIL Service Lifecycle and Capabilities modules. The MALC qualification is worth five credits in the ITIL Qualification Scheme

ITIL Expert Certification

Obtaining the ITIL Expert certification demonstrates an advanced understanding of ITIL. To take the exam, you must have an ITIL Foundation Certificate or v2-to-v3 Bridge certificate and 17 credits from the ITIL Intermediate level (five of which are earned from Managing Across the Lifecycle).

In order to earn all 22 credits required to qualify for the ITIL Expert certification, you must earn qualifications from modules that do not contain overlapping content. If two qualifications have a high degree of overlapping subject matter, only the credit earned from one of the qualifications will be considered.