
CLARIFYING THE DIFFERENCES BETWEEN ITIL V3 LIFECYCLE AND CAPABILITY COURSES

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Q: Do I need to learn V2 before V3, or can I go directly to V3 to get foundation certification?

A: No you do not need to take V2 and there really is no advantage to starting with V2. V2 practices carry into V3. No requirement or need to look at V2 first.

Q: I haven't taken any ITIL courses so far and am looking to start. I'm a PM, in portfolio financial and account management. I know that I have to start with the foundation+ life cycle, what would you suggest?

A: Take SOA first since you may have some of that already in place. You may also want to take Service Design but will need to balance with other courses if you want to achieve ITIL Expert.

Q: Do I have to pass the Managing Across the Lifecycle exam to become an ITIL Expert? I thought that I could become an ITIL Expert if I am a V2 Service Manager and pass the Service Manager Bridge exam?

A: V2 Service Managers are allowed to fast track to ITIL Expert via the Service Manager Bridge course and exam. **All others must qualify for and pass Managing Across the Lifecycle to become an ITIL Expert.** Qualification comes from earning enough pre-requisite credits to enter MALC.

Learners with at least 3 V2 Practitioner certificates do not need to repeat the equivalent Capability courses. They may take the Service Manager Bridge course to qualify for Managing Across the Lifecycle.

Q: Mix & Match? Does it mean that I can have 3 courses from the Capability module and 1 from Lifestyle and go for Capstone?

A: Absolutely, total number is what counts....17 credits, (2 for Foundation plus 15 from Intermediate). If your goal is ITIL Expert™, then please use the APMG Credit Profiler to ensure you are on the best path... <http://www.itil-officialsite.com/itilmapping/v2/map.asp>

Q: Any benefits of having multiple ITIL Experts in an organization?

A: It really does depend on what your organization's size, goals, etc. are. It also depends on your ITSM Project. Knowing what I know now, I would not start an ITIL implementation without advanced knowledge on board. In the end, it is so much less expensive than bringing in consultants, and you "own" the project. If we are talking about a large, complex, infrastructure, multiple IE's would be to your advantage. We've seen many multi-national organizations that have seen great results by having multiple Service Managers (now ITIL Experts) on board.

Q: You mentioned that each organization should have at least one ITIL Expert... do you recommend that this person go strictly either all Lifecycle or all Capability, or mix and match?

A: Again, it depends. If you have Incident Management implemented, and now you want to make it more mature... (your organization wants to measure results of the process and wants to understand upgraded knowledge of request, incident, problem, etc....) In that scenario, it might make sense for your proposed ITIL Expert™ to include OSA in their training plan. However, if you are in the beginning of Change, Service Transition should be taken by your proposed ITIL Expert™. The benefit of this scheme is that you can map your ITIL Expert™ training to meet your organization's process focus and maturity.

Q: Is ITIL Expert in V3 the same as ITIL Master in V2?

A: It depends on how you look at it! ITIL V2 Service Manager is a difficult and rewarding course. It is a very concentrated course. However, the advantage of the V3 lifecycle courses is its modularity in that you can build a training plan that matches your organization's process improvement program.

Q: How does ISO integrate with the V3 courses?

A: You don't have to be perfectly aligned or committed to ISO standards, just committed to improvement. It is your benchmark. I highly recommend that you take an ISO course or buy the ISO Standard or pocket guide. You can use ISO to demonstrate return or compliance. It is auditable! Use it to end the discussion – it is your neutral tiebreaker.

Q: Are all courses available now and are any available thru elearning?

A: Like in Version 2, not all Authorized Training Organizations (ATO's) will be offering all of the courses. ITSM Academy will be. Most are now available (RCV, OSA, SOA, CSI SO, and PPO), and the final classes are coming down the development pipeline. Classes are being rolled out incrementally and will all be available by end of 3rd Q.

The ITIL Qualification board currently holds there is a class requirement for intermediate courses and exams. There are no self-study options. We really get that that makes for a lot of time in the classroom! To help combat this, we are introducing virtual (blended) learning. Virtual learning is guided instruction, some of it just takes place virtually. We are adding virtual components to all of our Advanced Training, to keep travel time to a minimum.

Q: I haven't taken any of the new courses yet. Are there any materials I should be reading now in preparation haven't taken any courses yet? Which book should I look at?

A: The Lifecycle Publication Suite is the place to start. Start reading what you are focused on. You can browse www.itsmbookstore.com to get a feel for the ITSM books that are available in the marketplace. If you are planning at taking any V3 Advanced, you really will want to read all five (5) books in the suite prior to starting class. Each advanced class will require you read sections from all 5 books, and bring one (1) or two (2) books to class. Our classroom materials are very comprehensive, and cover the sections of the reading material which are not in the classroom books.

Q: Textbooks do not come with class. What do you get?

A: Since so many of our learners already have the books, we are not including them in the course deliverables. As stated above, each advanced class will require you read sections from all 5 books, and bring one (1) or two (2) books to class. When you pursue a course, you will be informed which books you will need access to, and what is built into the course.

Learners receive a very complex learner manual with the **Living the Lifecycle**® virtualization and lots of ancillary materials; key concepts review, study and memory aids, exam taking tips, sample exams, etc.

Q: How do MOF and CPDE benefit from V3 or visa versa?

A: MOF is gaining a high level interest in North America as a compliment to ITIL. It is much more prescriptive, with a stronger emphasis on risk and compliance. We like to think of it as; "Service Management for the masses." In many ways it is easier to understand than ITIL. I think, since it's got the big M in the title, people are worried that it's only for Microsoft shops, but that's not true. They have done a good job in making it pretty vanilla. You can download MOF for free from www.microsoft.com/mof including templates and job aids.

Certified Process Design Engineer - CPDE - is a five (5) day certification course. The exam is available through LCS. It is framework agnostic, and can be applied to any IT Service Management initiative. While ITIL talks about what "to do", CPDE provides "how to" design, re-engineer and improve processes.

Q: Are the textbooks available at the library?

A: I have not seen them at my local library, or at Barnes & Noble or Borders. My best guess might be to try university libraries. However since most learners like to highlight and make notes, it is probably preferable to purchase the books to use for future reference.

We had questions today regarding how many IT employees should have specific ITIL knowledge and at what level. Please send us an email to info@itsmacademy.com or go to the contact us section of our website www.itsmacademy.com. We have a Training Matrix, based on a RACI Chart, which we would be happy to share with you.

Thank you for joining us!