



From ITSM Academy's Webinar on May 15, 2008. Presenter was Jayne Groll.

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CONCEPTS & TERMS

What do we do first? Do we tool? Do we ISO? Do we ITIL?

The answer to that question depends on where your organization is in terms of starting to implement best practices in Service Management. I believe that you start by understanding the basics of service management with the ITIL® Foundation training. My personal belief is that, whether or not your organization is interested in ISO 20000 certification, it's very useful to learn the basics of ISO 20000 in the ISO 20000 Foundation course. Then as you're progressing, you can make your processes auditable and use ISO as a checklist for yourself as you implement.

PUBLICATIONS

If the capability courses cover mostly one book but some materials in another book, will the training provider provide the books with the course?

The assumption going forward is that students will own a copy. Ultimately, you will need access to a full set.

ITIL® COURSES AND CERTIFICATION

What's a capability module?

The Capability modules in ITIL® V3 are comparable to the Practitioner courses in ITIL® V2.

The ITIL® V3 Capability stream is role-focused and is designed to provide learners a deep level understanding of ITIL® V3 processes and roles. Each module in the Capability stream contains a cluster of processes and is intended to enable learners to apply the practices associated with the relative processes. The service Lifecycle is illustrated as part of the curriculum; however, the primary focus is the process activities and their execution and use throughout the service Lifecycle.

Capability Modules	Comparable to V2 ITIL® Practitioner
OSA - Operational Support & Analysis	Support and Restore (IPSR)
RCV - Release, Control & Validation	Release and Control (IPRC)
PPO - Planning, Protection and Optimization	Plan and Improve (IPPI)
SOA - Service Offerings & Agreements	Agree and Define (IPAD)

For someone with a v2 ITIL Practitioner Release and Control certificate - what would be a logical next step for v3 certification?

Get ready for the ultimate ITIL® answer... it depends.

If your goal is to quickly learn about V3, a great step would be the ITIL® V3 Foundation Bridge course, which is available now. It will provide you with a succinct overview of what is new in ITIL® V3. Obtaining the ITIL® V3 Foundation Bridge certificate will also make you eligible to take courses in the ITIL® V3 intermediate streams (Lifecycle or Capability) when they become available later this year. Keep in mind that your V2 IPRC certification is worth 3.5 credits according to the ITIL® V3 Qualification Scheme.

If your goal is to become, in time, a certified ITIL® Expert, another option would be to take the V2 Service Manager course. While intense, this course covers all aspects of Service Management and is widely recognized as an invaluable course in terms of understanding ITIL® best practices and how they benefit the business. You would still have to – when it is available later this year - take the ITIL® V3 Service Manager Bridge course to achieve the ITIL® Expert certification, but you would be able to bypass the ITIL® V3 Foundation and Managing through the Lifecycle courses.

Where can we go to find out how many credits we have towards V3 certifications?

It depends on where and through which examination institute you took your previous exams. The two primary examination boards are EXIN and ISEB. First, try to find your certification to see which examination board awarded your certification, or reach out to your training provider to see if they have that information. Once you have that you can contact the examination board to get copies of your certifications or other evidence of certification. You will need to present evidence of required previous certifications in order to gain admission to bridge classes as well as intermediate and advanced V3 courses.

Once you know what certifications you hold, you can start to figure out your credits based on the graphic shown in the webinar.

Would it be wiser to get V2 Service Manager certification now in order to be able to be grandfathered for V3?

That really depends on your role in your organization. We are seeing consistently high registrations right now because having your V2 Service Manager certification provides the ability to fast track to V3 ITIL® Expert. Be aware, though, that the Service Manager course is a tough course. It requires a 5 week commitment, plus approx. 2 weeks' preparation before the first class begins. It does admit you into V3 ITIL® Managers Bridge course. If you're ready to make that commitment, I think it's a great opportunity to take it now while that option is available. Also remember the Managers Bridge will be retired at some point in the future.

Will V2 courses still be offered? My company just starting with V2 and doesn't see a reason to move to V3 at this time.

It doesn't look as if V2 courses will be retired soon. It was recently announced that V2 courses will continue to be available until the V3 courses are available in as many languages as the V2 courses they will replace.

I'm preparing for an ITIL exam right now. Should I continue my study in V3 and take that exam instead, or go ahead and take the V2 exam?

If you're at the Foundation level, it makes sense to take V3 Foundation. If you're at a more advanced level, and you've started V3, it would be nice to stick with V3. That said, though, because of the delay in the release of course syllabi for V3, we are seeing people with V3 Foundation certification taking V2 practitioner training. If you need the knowledge, the content of V3 capabilities courses will be very similar to that of today's V2 practitioner courses, so you could take V2 courses to get the knowledge you need.

If I have V2 Practitioner certification in Configuration Management, Change Management, and Release Management, do I get 6 credits (2+2+2)?

If you took 3 single-process V2 practitioner courses, you will receive 2 credits for each certification, i.e. 2 + 2 + 2 = 6. If you took the clustered Release and Control course and achieved the IPRC Practitioner certification, you get 3.5).

Should I take the Service Manager course now? Will it still be valid? Or should I wait for the V3 courses?

If you have the opportunity now to take Service Manager and understand the commitment required to do that, it gives a great jump start for attaining the advanced V3 certification. Your V2 Service Manager credential will remain valid. As of today the value of that certification is very, very high.

How many days are the Lifecycle courses?

Each Lifecycle class is 3 days long. Note that we do not yet know the order in which these will be released or the dates they will be release. We expect to have this information within the next 1-2 weeks.

What is the Academy seeing in companies it works with? Are companies mostly staying with V2 or are they moving on to V3?

Right now what we're starting to see is "scouts." Companies are sending a few staff members to V3 training to find out what V3 is about and report back to them. If you've already invested a lot of effort in V2, be aware that most of what is in V2 did transition into V3. It's really not as big a leap from V2 to V3 as you might think.

So what we're seeing right now is a mix. Some companies are sticking with V2, while others are starting V3. Others are doing a hybrid. Keep in mind that V2 will sunset. Depending on where you are, continuing with V2 makes sense, and exploring V3 makes good sense as well.

How do you apply for the ITIL Expert designation?

You don't really apply. If you are a V1 or V2 Service Manager, there is a Managers Bridge exam you can take to achieve the V3 ITIL® expert certification. The Managers Bridge is a 5-day class. At the end of the week you take the exam (20 questions, must achieve score of 80% to pass).

The other option, of course, is to work your way through the new V3 scheme as courses become available, and then take the Managing across the Lifecycle course and exam.

Will there be any ongoing educational requirements to remain at Service Manager/ ITIL Expert level once you've attained that certification?

There is no discussion at this point about requirements for continuing professional development. It has been talked about in the past and may come in the future, but not today.

When will the class and book be available for PPO in V3?

We haven't yet seen the scheme, so I can't give you a definitive answer to your question. We expect to hear something in the next week about the schedule for releasing exams and courses. From looking at the V2 scheme, our expectation is that PPO will not be one of the first capabilities courses to be released. The V2 IPPI practitioner course, the V2 counterpart, was one of the last courses to be released.

Do you recommend taking V2 classes at this point?

We're seeing a strong interest in the V2 Service Manager class right now because it offers a fast track to the V3 ITIL® Expert certification via the Managers Bridge course and exam. Because of the delays in releasing the V3 capabilities courses, we're also seeing people who have taken V3 Foundation come back and take V2 practitioner courses in order to get the information they need.

My question is about Foundation pins. Will they go to everybody who has taken the 3-day Foundation class and to those who have taken the Foundation bridge class?

I believe that if you have passed either the v3 Foundation certification exam or the Foundation bridge exam, you will get a pin. However, definitive information on this has not yet been provided.

Which V3 courses will focus on governance?

On the Capabilities side, PPO will have a focus on security and protection, which play a big role in governance. On the Lifecycle side, the Service Strategy course and the Continual Service Improvement course will most likely have the strongest focus on governance. Overall, the Lifecycle courses will probably be a better fit if your interest is in governance.

ISO/IEC 20000 COURSES AND CERTIFICATION

What is the difference between the ISO 20K foundation and the expert courses?

The *itSMF* 3-day consultant's course is a very scaled down version of the scheme. It covers Foundation content so you understand how the standard is built and what the code of practice is. You also get information on which types of organizations are eligible, how you get audited, etc.

The new scheme offers more opportunities for advanced understanding. There is a series of books called *Achieving ISO 20000* written by the architects of the standard. These books are the basis for the courses in the curriculum. The challenge of course is that the *itSMF* course is called a consultant's course, but is actually very much on the light side.

If you have already taken the *itSMF* consultant's course, you are eligible for advanced ISO 20000 courses. Note: the Manager/Consultant course exam includes a written part similar to the ITIL® V2 Service Manager exam.

Will there be a lead auditor course offered in the U.S., and, if so, by what provider(s)?

As of this point, interest in the U.S. marketplace is focused much more on the consultant course than the auditor course. Because of that, you'll see the consultant course offered, but it may be a while before you see the auditor course offered in the U.S. Right now I don't know of any provider offering that training.



MOF COURSES AND CERTIFICATION

You mentioned a MOF. Will ITSM Academy be offering MOF training?

Yes. We're talking with both Microsoft and EXIN about building a course. We're very excited about adding MOF to our service catalog.

Thank you all for attending!