



From ITSM Academy's Webinar on September 27, 2007

ITIL® V3 CONCEPTS & TERMS..... 1  
ITIL® V3 PUBLICATIONS..... 1  
COURSES AND CERTIFICATION ..... 2

**ITIL® V3 CONCEPTS & TERMS**

**Are incident database and problem database part of knowledge management?**

The incident and problem database form part of the new Configuration Management System (CMS), which rolls up into a more comprehensive Service Knowledge Management System (SKMS).

**How does Access Management differ from Request Fulfillment**

Access Management manages rights, permissions and privileges to IT Services. Most of the input to Access Management will come from Request Management. However, the scope of Request Management will go beyond requests for access to include Requests for Information, proceduralized changes, etc.

**Does ITIL v3 define Error? I only see Problem and Known Error talked about.**

An "error" according to ITIL terminology is a Known Error which includes a root cause and a viable workaround. It also defines "events" and "alerts".

**If you are just getting involved now with ITIL 3 does it matter that you never read anything on V2? I don't have a certification yet.....but will be looking to get the foundation one in a few months**

If you are new to ITIL, you can comfortably begin with ITIL V3. Most of the guidance and concepts from V2 are included and/or enhanced in V3.

**Would verifying entitlement of support to a user fall under access management? So ultimately is a service request still an "incident" (even with request fulfillment) or is this completely separated now?**

Support entitlement would be included in a Service Level Agreement within Service Level Management. Service Requests are now separated from Incident Management as a separate Request Fulfillment process.

**ITIL® V3 PUBLICATIONS**

**There has been discussion of a portal available with access to a library of case studies, templates, dictionaries etc. When is this going to be available and is there a website to monitor for this information to be able?**

A web portal has been established to include dynamic content such as case studies, templates, study guides, etc. This will be available to those who have purchased an annual online subscription to the ITIL Library. There is also a portal available to all, <http://www.best-management-practice.com/Knowledge-Centre/>

**Is there any material, books which precisely notes the difference/upgrade/addition from V2 to V3?**

There are no publications yet that address the differences between V2 and V3. The Foundation V3 bridge course does include discussion of the specific changes.

## COURSES AND CERTIFICATION

### What is the new certification scheme?

The new certification scheme has three levels:

- ◆ Basic - Achieved by taking and Passing ITIL® Foundation.
- ◆ ITIL® Diploma - Achieved through one of two streams – a Lifecycle Stream of six courses focused on the service lifecycle or a Capabilities Stream of five courses focused on practitioner processes.
- ◆ Advanced Diploma - The requirements for the Advanced Diploma have not yet been defined.

### Is there any "work experience" requirement for completion of the ITIL Diploma or is it dependent only upon completion of the courses?

There will be work experience requirements to take the course. They are TBA. The Advanced Diploma will require more practical experience.

### Are V2 Practitioner courses (Support & Restore, Define and Agree, etc.) going to count as Capability modules credits?

Yes, 3.75 each. However, there will be a Practitioner Bridge exam, the details of which have not yet been released

### Do you have a time line for the V3 education program?

We are awaiting word on a definitive timeline for the full ITIL Diploma courses. We will keep you updated on its progress.

### Does the ITIL Diploma replace the Service Manager certification?

Yes. Those holding Service Manager certificates will be able to upgrade to the ITIL Diploma through a fast tracked bridge course. We expect the bridge course to be available by year end.

### There appears to be individual classes for Service Lifecycle and Service Capability. Can we take a class per module one at a time?

Yes. You can take classes and accumulate credits as your schedule allows.

### For someone pursuing a practitioner certification, is this a right time or would it be worth waiting until practitioners adapted to V3 be released?

There is no disadvantage in taking practitioner courses now. We do not know when each of the V3 practitioner courses will be available – and you can gain credits towards the ITIL Diploma with V2 Practitioner certification.

### Based on my understanding of the points assigned per module passed, one could take and pass 7 exams to accumulate 22 points. The new requirements show 22 pts. needed to achieve the Diploma. Do I understand this properly?

Yes, it is 22 credits to achieve the diploma, and the existing Service Manager is 15 points, that's why passing now is such a good idea ;-)

### Is there a Practitioner course for knowledge management?

There is not a specific practitioner course for knowledge management. It will be included in one of the clustered courses.