

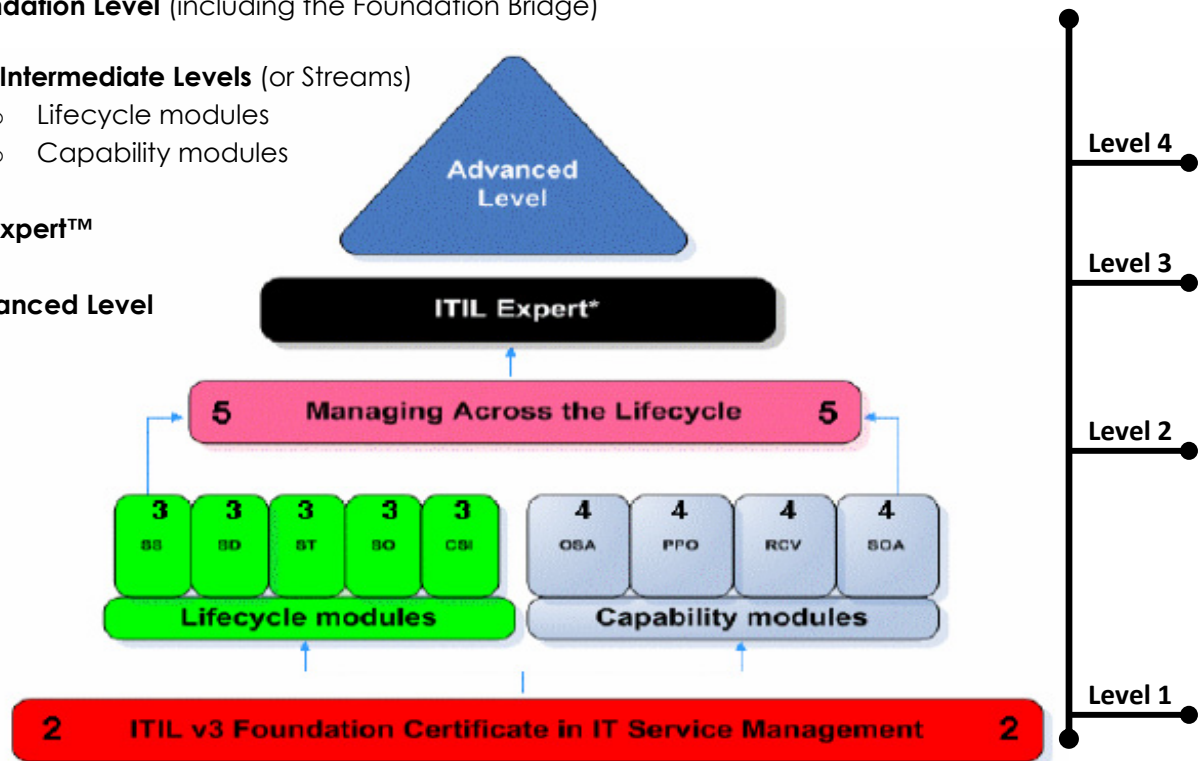


ITIL® VERSION 3: QUALIFICATION SCHEME WHITE PAPER

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The IT Infrastructure Library™ Version 3 (ITIL® V3) was released in June 2007. Also introduced was the Accredited Training Program. The ITIL® V3 Qualification Scheme¹ supports four (4) levels of certification. This document² details both the ITIL® V3 Scheme and the V2-V3 Bridging Scheme. The Qualification Scheme's 4 levels are shown here, in the inverse:

1. **Foundation Level** (including the Foundation Bridge)
2. Two **Intermediate Levels** (or Streams)
 - o Lifecycle modules
 - o Capability modules
3. **ITIL Expert™**
4. **Advanced Level**



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The ITIL® Version 3 Qualification Scheme is supported by a credit system. At each level of education, learners successfully passing the associated certification examination will be awarded credits toward the highest level of certification in the IT Service Management industry today, the ITIL Expert™³.

To become a certified ITIL Expert™, candidates must accumulate a minimum of 22 credits, beginning at the Foundation level (2 credits). Candidates holding a V3 Foundation certificate (or an ITIL® V3 Foundation Bridge certificate) can accumulate credits from either of the intermediate streams, and then must complete the mandatory **Managing Across the Lifecycle** course (5 credits) to become an ITIL Expert™.

¹ The full ITIL® V3 Qualification Scheme was released by the Office of Government Commerce (OGC), owners of the ITIL® trademark, in early November 2007. Read the report at www.itil-officialsite.com.

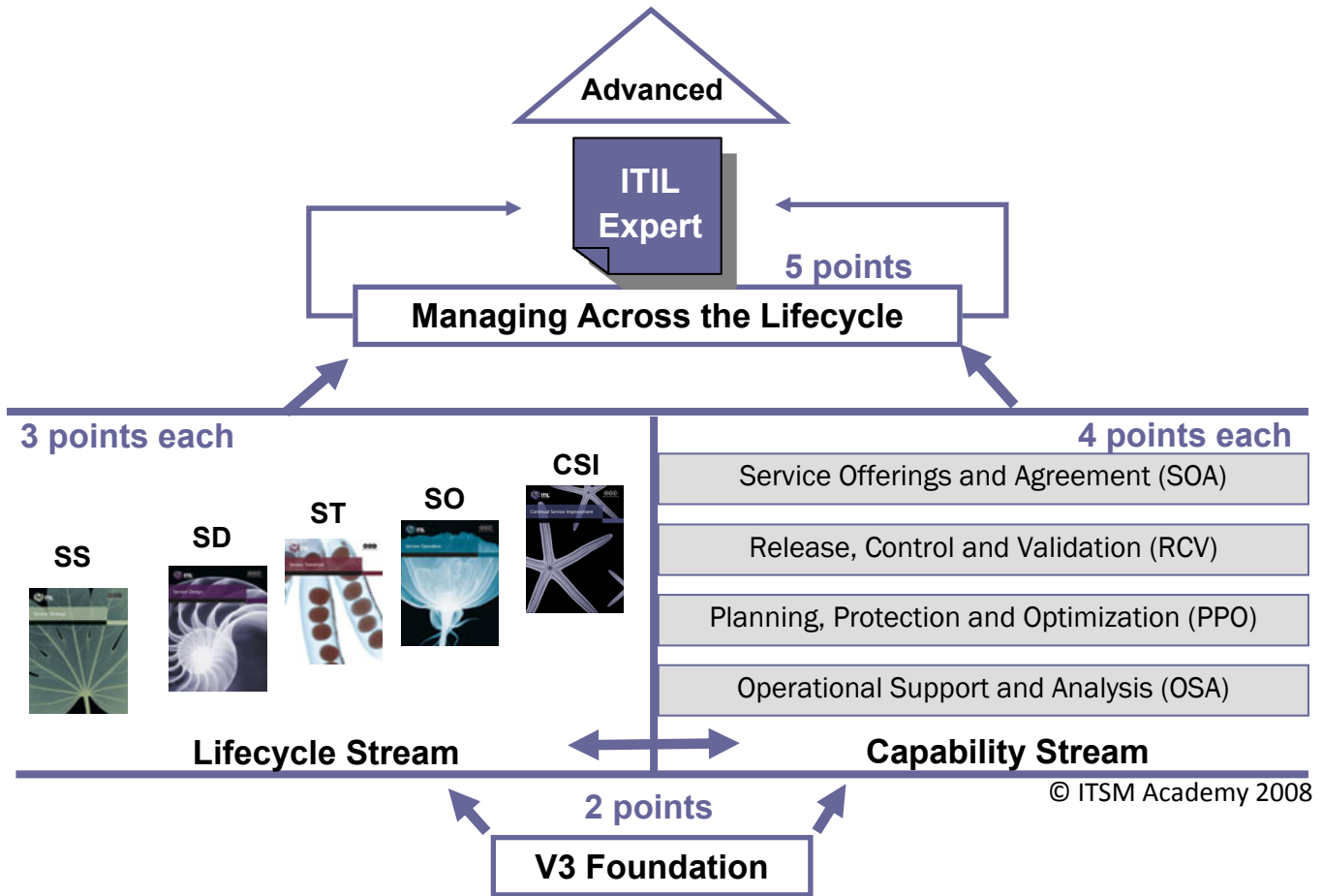
² This document is based on the ITIL Service Management Practices: V3 Qualifications Scheme document written by the Chief Examiner, Sharon Taylor, released on November 7, 2007.

³ ITIL Expert is a working title.

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PATH TO ITIL EXPERT™ CERTIFICATION

As stated above, this certification is achieved by accumulating credits through the first two levels of the Scheme. There is no single examination required for this certification; however candidates must achieve credits through a selection of balanced subject areas. To achieve the certification, candidates must obtain a minimum of twenty two (22) credits, two of which must be from the **Foundation** module which is a mandatory first step, and five of which must be from the **Managing Across the Lifecycle** module which is a mandatory final step.



The diagram above provides further detail to the OGC Certification Scheme, shown on Page 1. This diagram indicates the “points” or credits earned with each certification.

1. Foundation Level

The Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concepts, terminology and processes of ITIL®. Once successfully completing either the V3 Foundation course or the Foundation Bridge, learners may proceed to the next level of certification.

2. Intermediate Level

The Intermediate level contains two streams: **Service Capability** and **Service Lifecycle**. The Service Capability stream is focused on role-based clusters. Like the V2 Practitioner clusters, each certification groups related processes and roles. This offers the learner a balanced knowledge of ITIL® practices which have direct interaction and dependencies in their daily use.

The four **Service Capability clustered modules** (with the correlating Version 2 Practitioner Clusters) are:

<p><u>Release, Control and Validation (RCV)</u> (Release and Control - IPRC)</p> <ul style="list-style-type: none"> • Change Management • Release And Deployment Management • Service Validation And Testing • Service Asset & Configuration Management • Knowledge Management • Request Fulfillment • Service Evaluation <p>ITIL Expert™ Credits: 4 ITSM Academy Target Release: May 5, 2008</p>	<p><u>Operational Support and Analysis (OSA)</u> (Support and Restore - IPSR)</p> <ul style="list-style-type: none"> • Event Management • Incident Management • Request Fulfillment • Problem Management • Access Management • Service Operation Functions <ul style="list-style-type: none"> ○ Service Desk ○ Technical Management ○ IT Operations Management ○ Application Management <p>ITIL Expert™ Credits: 4 ITSM Academy Target Release: June 23, 2008</p>
<p><u>Service Offerings and Agreement (SOA)</u> (Agree and Define - IPAD)</p> <ul style="list-style-type: none"> • Service Portfolio Management • Service Level Management • Service Catalog Management • Demand Management • Supplier Management • Financial Management <p>ITIL Expert™ Credits: 4 ITSM Academy Target Release: August 25, 2008</p>	<p><u>Planning, Protection and Optimization (PPO)</u> (Plan and Improve - IPPI)</p> <ul style="list-style-type: none"> • Capacity Management • Availability Management • IT Service Continuity Management • Information Security Management • Demand Management • Risk Management for Service Planning Protection and Optimization <p>ITIL Expert™ Credits: 4 ITSM Academy Target Release: November 10, 2008</p>

The **Service Lifecycle** stream is focused on each stage of the lifecycle. Each certification covers the principles, processes, functions and activities within a given stage. Technology and implementation considerations are also discussed.

The five **Service Lifecycle** modules are:

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
SS	SD	ST	SO	CSI
ITIL Expert™ Credits: 3				

Candidates can choose modules from the **Capability** (4 credits each) or **Lifecycle** (3 credits each) streams and when seeking the ITIL Expert™ are expected to choose a balanced program overall.

3. ITIL Expert™

The **Managing Across the Lifecycle** course is a free-standing qualification, but is also the final module of the Service Lifecycle and/or Service Capability tract, which leads to the ITIL Expert™.

The purpose of this module/certification is to educate on and test knowledge of the contents of the ITIL® V3 books; focusing on business, management and supervisory objectives, purpose, processes, functions and activities – and on the interfaces and interactions between the processes.

4. Advanced Level

Finally, the Advanced Level Certification will assess your ability to apply and analyze the ITIL® V3 concepts in new areas. This level / course and examination are currently under review by the OGC.

VERSION 1 AND 2 BRIDGING

Recognizing the value of - and investment in - prior education, the new credit system recognizes and grants credit for earlier Version 1 and 2 ITIL® certifications. Candidates who hold earlier certifications can update their knowledge and certification via a series of "bridging" courses, such as the **Foundation Bridging Course**. These courses also earn credits. See the final page of this document for a detailed breakdown.

All certifications must have been acquired from the following Accredited Examination Institutes:

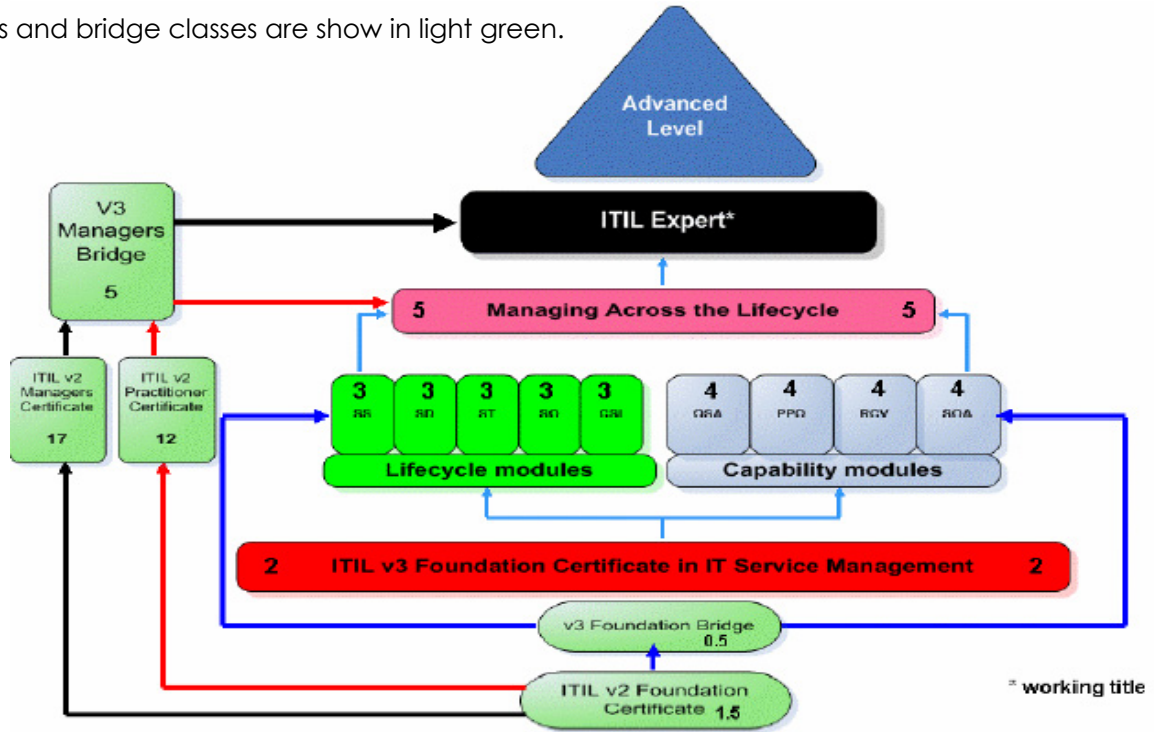
- ✓ Examination Institute for Information Science (EXIN)
- ✓ Information Systems Examination Board (ISEB)
- ✓ Loyalist Certification Services (LCS)
- ✓ APM Group (APMG) – Examination Institute

Foundation Bridge – This is a one (1) day bridging course which covers the differences between V2 and V3 and allows candidates to take an examination to demonstrate their understanding of the ITIL® V3 approach.

V2 Practitioner certifications also accumulation credits towards the ITIL Expert™ Certification. Candidates holding a minimum of 12 credits from V2 Practitioner (clustered or single) certifications will be eligible for the V3 **Service Manager Bridge**. After completing the bridge course, candidates can attend the V3 **Managing Across the Lifecycle** course.

Service Manager Bridge – Any ITIL® Service Manager who wishes to gain the ITIL Expert™ Certification can take a bridging course and pass the examination. This five (5) day bridging course covers the new concepts within V3 and fully integrates the benefits of the service lifecycle approach.

The Credits and bridge classes are show in light green.



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Under the Qualification Scheme, the following credits and V2 and V1/V2 to V3 bridging certifications:

V1 / V2 Certification	Credit	Bridge Certification	Bridge Credit		
V2 Foundation:	1.5	V2 – V3 Foundation Bridge	0.5		
V2 Practitioner Clusters:					
Plan & Improve	3.5	Holders of 12 credits or more are eligible for the V3 Managers Bridge and Managing Across the Lifecycle , leading to ITIL Expert™ Certification	5		
Agree & Define	3.5				
Support & Restore	3.5				
Release & Control	3.5				
V2 Practitioner Single:					
Service Desk & Incident Man	2				
Service Level Management	2				
Release Management	2				
Problem Management	2				
IT Service Continuity Man	2				
Financial Management	2				
Configuration Management	2				
Change Management	2				
Capacity Management	2				
Availability Management	2				
V1/ V2 Service Manager:	17	V3 Managers Bridge leading to ITIL Expert™ Certification	5		