



**ITIL® Service Management Practices:
ITIL Qualification Scheme**

February 2011

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ITIL V3 Qualification Scheme Brochure_v1.5_LIVE_FEBRUARY2011.docx - February 2011
Version 1.5 (Status – LIVE) Owner - The APM Group Limited

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1. Scope and purpose of document

1.1. Synopsis

The purpose of this document is to inform all parties interested in ITIL qualifications of the rules and guidelines of the official ITIL qualification scheme.

The document will outline the roles and responsibilities of all official parties within the ITIL Version 3 qualification scheme as well as the overarching principles and guidelines of the scheme.

1.2. Suggested reading

Potential examination candidates are advised to read sections 4, 6, 7, 9, 10, 11, 12, 13, 14 and 15 of this document.

Training providers who are interested in becoming officially recognized within the qualification scheme are advised to read sections 9, 10, 11 and 12 of this document and the Accredited Training Organisation Scheme Brochure.

Examination Institutes seeking approval to administer the ITIL qualification scheme are advised to read this entire document and the Examination Institute Scheme Brochure.

2. ITIL Overview

2.1. What is ITIL?

ITIL is Best Practice IT Service Management which is used by many organizations around the world. A whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting certification and qualification scheme.

The ethos behind the development of ITIL is the recognition that organizations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for reliable, high-quality IT services.

ITIL provides the foundation for quality IT Service Management through documented, proven processes that cover the entire Service Lifecycle. It is easy for organizations to learn, tailor and implement to suit their environment.

The widespread adoption of the ITIL guidance has encouraged organizations worldwide, both commercial and non-proprietary, to develop supporting products as part of a shared 'ITIL Philosophy'. The ITIL publications and supporting schemes are kept up to date with current best practice and changes within the marketplace through a regular review cycle to update content in collaboration with a wide range of international users and stakeholders in the IT service management community. ITIL Version 3 was formally released on 5th June 2007.

ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice).

2.2. What does 'official scheme' mean?

The term official scheme refers to the rules documented in this brochure for the administration of the ITIL qualification scheme recognized and endorsed by Office of Government Commerce (OGC), their Official Accreditor for ITIL (APM Group), and all

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licensed Examination Institutes (details of which can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>).

This is the only ITIL qualification scheme sanctioned by OGC, owners of ITIL, and administered by APM Group, OGC's Official Accreditor for ITIL.

There are many organizations claiming to offer ITIL qualifications and many publications claiming to be part of the official ITIL set which are not approved or recognized under the licensing scheme run by the Official Accreditor or published by The Stationery Office (TSO) the official Publisher on behalf of OGC.

This document outlines the roles of the organizations within the scheme and the rules of the scheme, with contact details and reference points for anyone wishing to check if a company is operating within the scheme.

Candidates are urged to ensure that when buying training or consulting services within the ITIL arena, they check that the organization delivering the service is recognized within the scheme (see section 7). Any organizations delivering services that are not accredited through one of the scheme partners may be operating illegally.

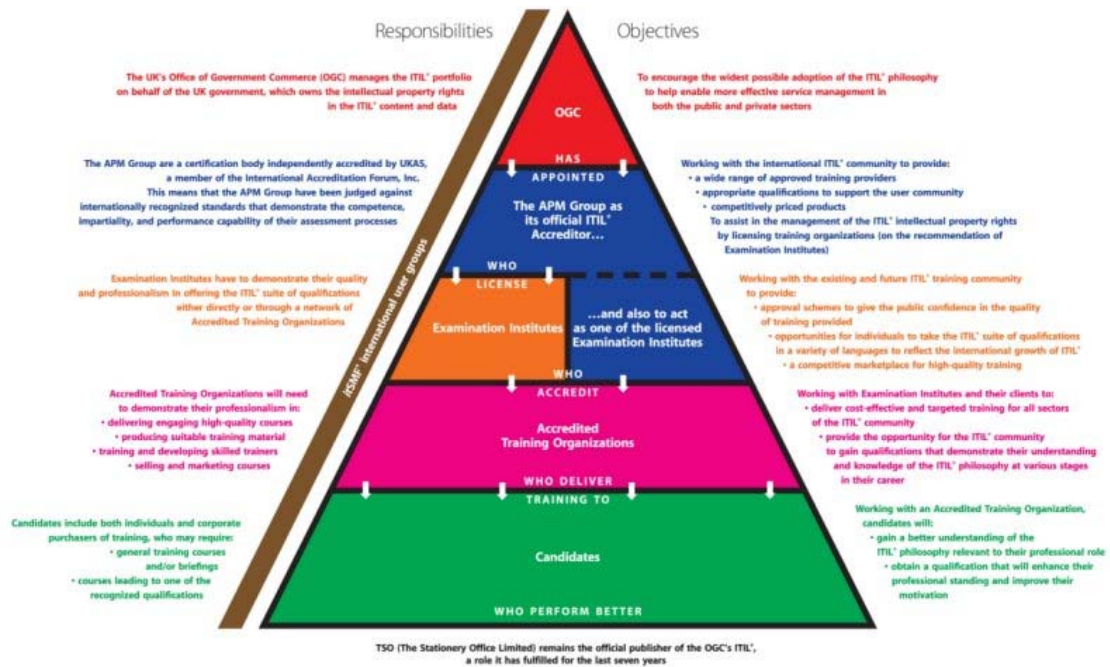
Training/consulting providers are urged to ensure they secure appropriate recognition from a recognized scheme member before delivering services within the ITIL arena. Delivery of services without such approval may be in breach of the Intellectual Property Rights subsisting in ITIL and may result in legal action being taken.

2.3 Who is involved in the official scheme?

In 2006, OGC completed a re-tendering process to run ITIL accreditation services and the qualifications scheme, following which The APM Group became the Official Accreditor for ITIL.

Effective as of 1st January 2007, this changed the governance structure around the delivery of the ITIL qualifications and certification scheme which is shown in the diagram below. The roles of each body within the diagram are explained in full throughout sections 3 – 8 of this brochure.

The ITIL® Accreditation Process as from January 2007



3. About OGC

ITIL was originally developed by the UK government organization CCTA (Central Computer and Telecommunications Agency) which in 2000 was merged into the Office of Government Commerce (OGC) an office of HM Treasury.

OGC are the owners of several best practice products and are committed to maintaining and improving the guidance, working with organizations internationally to develop and share business and practitioner guidance within a world-class best practice framework.

OGC have now established collaborative partnerships with two organizations to provide support for their ITIL portfolio. As the Official Accreditor APM Group provides accreditation services related to training, registration and the examination scheme. The Stationery Office (TSO) is the official publisher of all official ITIL library books. For further information on TSO please visit their website at www.tso.co.uk

OGC retain the rights to all Intellectual Property subsisting in ITIL though permit APM Group to use this within certain contexts on the ITIL work. Their predominant role in the official scheme is one of ownership and stewardship of the ITIL library content and qualifications. APM Group chair the Qualifications Board (the steering committee made up of representatives from the community who make decisions about qualification policy) and ensure decisions made are to the benefit of both ITIL and users alike. OGC are responsible for initiating the consultation and update process to the official publications library, though they may outsource the management of this project to TSO.

4. About APM Group

APM Group (APM Group-The Accreditor) are an international professional accreditation and certification body which is accredited to international standards by UKAS (United Kingdom Accreditation Service) which ensures the effectiveness, impartiality and quality of APM Group scheme administration services.

APM Group run a wide variety of schemes throughout the professional disciplines such as Project Management and Change Management. APM Group have worked with OGC and their Best Practice Portfolio since 1996, successfully helping to make products such as PRINCE2™ an internationally recognized Best Practice. On 20th July 2006, APM Group also became OGC's Official Accreditor for ITIL and as of 1st January 2007 have been responsible for the monitoring and promotion of the official scheme for Examination Institutes, training, consulting and qualifications.

Within their role as the Official ITIL Accreditor, APM Group are responsible for setting the standards and syllabuses throughout the market which any delivering Examination Institute (EI) must adhere to as well as creating, maintaining and delivering the ITIL qualifications themselves. APM Group also promotes the awareness of the ITIL official scheme through a variety of international marketing activities, often in conjunction with OGC, TSO and itSMFI and is responsible for the successful operation of the ITIL Qualifications Board, further explained within section 5 of this brochure.

APM Group-The Accreditor are also responsible for the accreditation and monitoring of any EI applying to the official scheme to run ITIL qualifications and to accredit training organizations.

In addition to ensuring the continuation of the official scheme, APM Group-The Accreditor are also assisting OGC in protecting the IPR of ITIL, through the issue of agreed licenses on behalf of OGC, to allow those training and consulting organisations approved through an EI to use the associated ITIL IP.

5. About the ITIL Qualifications Board

As the Official Accreditor, APM Group are responsible for running the ITIL Qualifications Board.

The Board includes representatives from all interested parties within the community from around the world. Members of the Board include (though are not limited to) representatives from OGC, APM Group, TSO, V3 Examination Panel, EIs and itSMF International as the internationally recognized forum for IT Service Management professionals.

The Qualifications Board act as a steering committee for the official scheme, ratifying any decisions made relating to those which are accredited, as well as changes to standards and syllabuses proposed by APM Group as the Official Accreditor.

The Board will also be available to consider any complaints escalated to this forum regarding any accredited member of the official scheme and to advise on an appropriate course of action in relation to that complaint, leading ultimately to suspension or withdrawal of accreditation.

The Board operates in accordance with the following terms of reference: -

5.1. Functions

The main functions of the ITIL Qualifications Board are to: -

- Provide advice on the certification of training organizations, individual trainers and examination candidates
- Provide advice on the technical basis for granting certification (qualifications) i.e. the standards for certification set in accordance with the ITIL framework
- Safeguard impartiality on the part of APM Group in its certificating activities
- Consider appeals by candidates against results awarded for the ITIL Qualifications after the EIs appeals procedures have been exhausted
- Provide advice on the criteria for appointment of suitably qualified Assessors contracted by each EI for the purpose of evaluating trainers and training courses delivered by ATOs
- Provide advice on the criteria for appointment of suitably qualified Examiners contracted by each EI for the purpose of setting, marking and reviewing Examinations
- In conjunction with APM Group, appoint a Chief Examiner and review such appointment on a regular basis
- Request, receive and consider reports from the ITIL Examination Panel at occasional intervals, as may be appropriate to the working of the ITIL Qualifications Board
- Monitor the growth and success of the qualifications and provide advice accordingly.

5.2. Working practices

The working practices of the ITIL Qualifications Board are as follows: -

- Meetings will take place at least four times each year
- Any five members of the ITIL Qualifications Board will constitute a quorum as long as there is a representative from APM Group present and OGC or TSO
- A Chairman will be elected from those present in the absence of the Chairman and the Deputy Chairman
- APM Group are responsible for convening meetings, the circulation of ITIL Qualifications Board papers and drafting of minutes. Qualifications Board members will be consulted on agenda items prior to the meeting. Agenda items will only be added if accompanied by a supporting paper
- Full minutes of each meeting will be taken and distributed by APM Group to the full ITIL Qualifications Board for comment within ten working days. A sanitised version of the ITIL Qualifications Board meeting minutes will be produced by APM Group for distribution outside of the Qualifications Board
- In the event of disagreement, decisions can be reached by voting. Each member of the ITIL Qualifications Board has a single vote and the views of the majority will prevail. If an organization is represented by more than one person, that will be limited to one vote. The Chairman can use an additional casting vote only **in extremis** if warranted by the situation
- In any instance where a decision of the ITIL Qualifications Board is reached through a voting process, the number of votes cast "for" and "against" will be recorded

- At least one physical meeting for the whole Board will be convened annually, preferably alongside one of the major itSMF conferences where possible, and agreed by the majority.

6. About Examination Institutes (EIs)

APM Group as the Official Accreditor is authorized to license EIs to administer ITIL qualification and accreditation activities.

All organizations approved by APM Group as EIs will be audited by independent auditors appointed by APM Group in accordance with the principles of international best practice standards. APM Group will also submit their EI to this audit process. If the systems used by the applicant organizations are found to be in line with these guidelines, they will be granted permission to administer the official scheme for ITIL accreditation and qualifications and will also be offered a place on the Qualifications Board.

Under the contracts signed with APM Group, EIs are **not** permitted to: -

- Amend approved ITIL syllabuses
- Develop their own ITIL qualifications
- Develop products which may be perceived by the market as competition to those within the official ITIL scheme
- Offer training or consulting in ITIL in competition with those organizations they approve to do this
- Make any amendments to the pass mark agreed by the Qualification Board
- Authorize the use of intellectual property and/or issue trademark licenses to their approved organizations directly
- Outsource the running of their ITIL activities to any third party, except where delivery agents are appointed and have been agreed with the Official Accreditor
- Sub-license or grant any rights associated with the use of OGC Trade Marks, Crown copyright or other ITIL related intellectual property.

Under the contracts signed with APM Group, EIs are allowed to complete the following activities: -

- Approve training organizations through the standards and mechanisms audited and agreed by APM Group, and
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APM Group.

Any EI can operate internationally.

7. About Accredited Training Organizations

Accredited Training Organizations (ATOs) sometimes known as Accredited Course Providers (ACPs) are companies who have been assessed and approved by an EI to run officially accredited training courses and administer examinations in ITIL.

As part of their assessment these accredited organizations must submit:

- Their QMS (Quality Management Systems) detailing their processes for administration of the training courses and examinations

- The course material they utilize during training ITIL candidates for the examinations, and
- Their trainers for assessment by an EI.

Following approval by an EI, ATOs are granted a licence by APM Group as the Official Accreditor to use the relevant OGC owned IP relating to ITIL.

ATOs may also be recognised by other Licensed Examination Institutes who operate an ATO Accreditation Recognition Scheme.

For more information, please contact one of the EIs. A full list of EIs can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>.

7.1 ATO Third Party Relationships

Under the ITIL scheme, ATOs are permitted to enter into third party agreements with other organisations to aid them in the marketing, promotion and growth of their organisation.

The two types of relationship which have been defined and are therefore permitted are Affiliate and Broker (or Reseller) relationships.

7.1.1 About ATO Affiliates

An Affiliate is a training organisation that enters into a commercial arrangement with an ATO, to enable the ATO to work in different countries or in different regions of their own country, through a third party agreement.

The normal basis of this arrangement is that the ATO will make their certified material and approved Trainers available to run training courses in the product for which they are certified. They may also train individuals working for the Affiliate to the appropriate standard to become approved Trainers.

7.1.2 About Brokers (Reseller)

A Broker is an organisation that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.

For full details of the conditions and rules which EIs, ATOs, Affiliates and/or Brokers must adhere to, see the ITIL Accredited Training Organisation Scheme Brochure.

8. About the itSMF (IT Service Management Forum)

itSMF is the internationally recognized forum for IT Service Management professionals. With chapters in over 50 countries, they are able to provide local support to those individuals and organizations using and implementing ITIL while adhering to the over-arching guidelines from the central international group.

itSMF are recognized as an integral part of the ITIL community and as such are a collaborative partner to the ITIL Official Scheme and participate in the Qualifications Board.

9. About ITIL V3 Examinations

9.1. Overview

The ITIL core publications were last published on 5th June 2007. This release has been referred to as Version 3 and along with the changes which have been made to the overall ITIL accreditation and licensing scheme, APM Group-The Accreditor have made changes to the overall structure and format of the ITIL qualification scheme.

The sections below highlight the main changes in the Version 3 qualifications:-

9.1.1. Syllabuses

APM Group develops and maintains all the ITIL syllabuses for use by all EIs. EIs are not permitted to amend or develop ITIL syllabuses or qualifications. APM Group has an international group of ITIL experts who produce, update and maintain the syllabuses for all ITIL qualifications.

These syllabuses are subject to sign off by the ITIL Qualifications Board and are then released for use by any EI that is approved to run the official ITIL qualifications.

9.1.2. Examination questions

APM Group uses the same group of international ITIL experts that develop the syllabuses to lead on the creation of ITIL examination questions. APM Group maintains and updates these questions on a frequent basis in the light of the feedback received from ATOs and candidates.

APM Group is responsible for the official examination questions and license them to EIs approved to run the official scheme.

9.1.3. Examination format

Due to the changes in the structure of the core ITIL library, the style and format of the qualification levels and papers have also changed.

The changes have been made to harmonize the qualifications available through the EIs to ensure an equal standard of competency, as well as better reflect the Lifecycle based structure of Version 3.

10. The ITIL V3 Qualifications Scheme

10.1. Overview

The purpose of the ITIL V3 Qualifications Scheme is to ensure that relevant certifications are available to support the formalized learning requirements of individuals and organizations related to the ITIL Service Management Practices.

10.1.1. Design

The design principles of the scheme specify that the qualification scheme must:-

- offer certifications that are of value to the career objectives of the student
- offer flexibility in how they can be delivered
- provide knowledge that meets the stated learning objectives and competency outcomes

- align to Blooms Taxonomy levels of abstraction for setting examination questions against the syllabus
- contribute to the maturity of ITSM professionalism
- be responsive to evolving market demand
- provide a transitional upgrading strategy and supporting certifications for those wishing to enhance existing certifications to the V3 model, and those mid-stream wishing to complete certification under the V3 scheme.

The V3 Qualifications Scheme is aligned to the construct of the ITIL Service Management Practices core guidance. The V3 core guidance has expanded upon the former ITIL guidance by including broader ITSM practices. The result is an increase in scope, breadth and depth of the syllabuses.

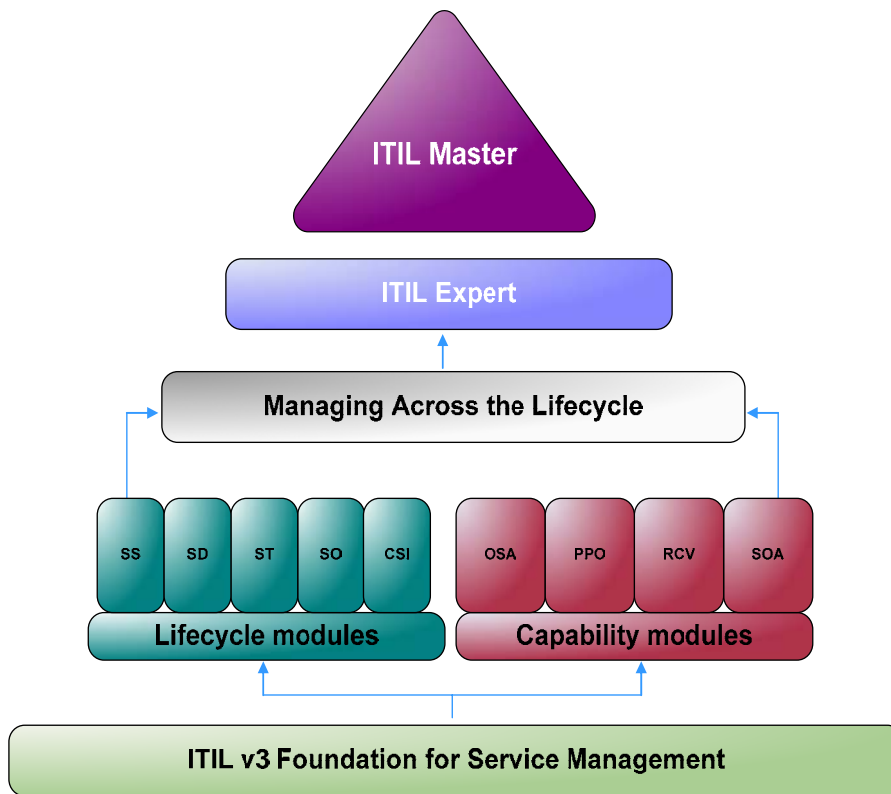
The basic design incorporates a modular structure for certification to provide flexibility in the customer selection and the use of a credit system to achieve Expert certification in ITSM and also to support innovative delivery mechanisms by the ATO community.

10.1.2. Scheme Structure

The Qualifications Scheme, as approved by the ITIL Qualifications Board, is based on content of the Core ITIL Service Management Practices publications, namely Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Operation.

The subject and content areas as included in the ITIL Core publications have been grouped into a variety of combinations which cover the ITIL Service Management practice Lifecycle and Capability elements, and are organized into three levels of certification.

Figure 1 - V3 Qualifications Scheme Structure



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10.2. Foundation level

This entrance level offers a general awareness of the Service Lifecycle and the key elements within. Learning objectives and competencies are focused on an understanding of the overall linkages between the stages in the Lifecycle, the processes used and their contribution to Service Management practices.

The purpose of the ITIL Foundation Certificate in IT Service Management is to certify that a candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for Service Management.

The ITIL Foundation Certificate in IT Service Management is *not* intended to enable the holders of the certificate to *apply* the ITIL practices for Service Management without further guidance.

Upon successful completion of the education and examination components related to this certification, candidates can expect to gain knowledge and understanding in the following:

- Service Management as a practice (Comprehension)
- Service Lifecycle (Comprehension)
- Key Principles and Models (Comprehension)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL Qualification scheme (Awareness)

10.2.1. Target Group

The target group of the ITIL Foundation Certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme.

The Foundation examination utilizes Bloom's level 1 and 2 Taxonomy and tests candidates in their ability to understand the basic concepts, describe them and demonstrate basic comprehension of the ITIL practices.

10.2.2. Format of the ITIL Foundation Certificate in IT Service Management Course and Exam

Prerequisites	None - Accredited Foundation training is strongly recommended but not mandatory
Module Credit Value	2
Personal Study Recommendations	None
Course Duration	At least 18 hours of instruction with an ATO or via an accredited e-learning solution based on the latest syllabus, as part of a formal, approved training course
Exam Type	Multiple choice, 40 questions
Exam Duration	60 minutes – see syllabus for information on extra time
Provisions for Additional Time relating to language	Candidates completing an exam:- <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country have a maximum of 75 minutes to complete the exam and are allowed the use of a dictionary
Prerequisites	Accredited Foundation training is strongly recommended but not a prerequisite
Pass Score	65% (26/40)
Marking Method	Classic Multiple choice: Only one option can be correct and will be awarded a mark.
Delivery	Examination can be online or Paper Based from an ATO or directly via an Examination Institutes Public Exam Scheme
Class size	Maximum ratio of 25 students to one trainer

10.3. Intermediate Level

The Intermediate Level is a dual stream modular certification series, each with a set of certifications and a normalization certification.

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of V3 practices within the Service Lifecycle context. The prime focus is:-

- The V3 Service Lifecycle itself
- the use of process and practice elements within it and
- the management capabilities needed to deliver quality Service Management practices in an organization.

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is:-

- the process activities, and
- Process execution and use throughout the Service Lifecycle

The purpose of these modules and the associated exams is, respectively, to impart, test, and validate the knowledge of industry practices in Service Management and the Service Lifecycle as documented in the ITIL Service Management Practices Core Publications.

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All ITIL Intermediate level certifications are free-standing qualifications. Candidates can select the modules which are of interest to them based on their personal educational or professional career requirements and can use the available range of certifications to develop specialism's in specific ITIL Service Lifecycle stage, process or practice areas.

Individuals can chose to take as few or as many ITIL Intermediate certifications as they would like and can take these at their own pace, using the ITIL Intermediate certifications as a career progression tool - building upon their ITIL knowledge and skills base over a period of time as they move through their career in IT Service Management.

Once sufficient Intermediate certifications have been achieved, candidates may also be eligible for ITIL Expert Level certification, which recognizes a candidate's overall achievement in IT Service Management certification and study.

See section 10.5 for more information on the ITIL Expert Level Certification in IT Service Management.

10.3.1. Target Group

- Individuals who require a deeper understanding of the ITIL Service Management Practice elements of the ITIL Service Management Lifecycle and how they may be implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking a deeper understanding of the functions and processes of the ITIL Service Lifecycle
- Individuals who wish to specialize in any of the Service Lifecycle and Capability Areas.

Individuals seeking ITIL Expert or ITIL® Master level certification in ITIL Service Management, for which these are prerequisite modules. The Intermediate Level exams utilize Bloom's level 3 and 4 and require candidates to have deep level understanding of the subject matter and demonstrate how to apply and execute the concepts in the workplace.

Upon successful completion of the education and examinations related to these certifications, it is reasonable to expect a better understanding of the content of the ITIL Service Management Practices and Processes, which form the core of the ITIL Version 3 Service Lifecycle.

10.3.2. Service Lifecycle Modules

The **Service Lifecycle** series is focused on each stage of the Lifecycle and syllabuses are matched to each of the five core practice areas. A certificate exam can be achieved for each module.

The Lifecycle modules are:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

The Service Lifecycle Module Certificates expose interested individuals to essential aspects of Management, Marketing, Operations, and Organization Management useful to appreciate the concerns of their business counterparts within a Service Management context.

Each module of the Lifecycle series covers an introduction to the Service Lifecycle, the principles, processes, functions and activities within that stage of the ITIL Service Management Lifecycle, along with technology and implementation considerations.

These certificates will also be of interest to individuals simply seeking a better grasp of the business fundamentals that drive the need for IT services and justify investments.

10.3.2.1. Eligibility for Lifecycle Modules examinations

Before taking the course it is recommended though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

10.3.2.2. Format of the Service Lifecycle Module Course(s) and Examination(s)

Module Value	Credit	3
Prerequisites		1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Personal Study Recommendations		21 hours of Personal Study using the syllabus and relevant publications
Course Duration		At least 21 hours of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course
Exam Type		8 Complex Multiple choice, scenario based questions
Exam Duration		90 minutes
Provisions for Additional Time relating to language		Candidates completing an exam:- <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary
Prerequisites		1. ITIL Foundation Certificate in IT Service Management or V2

	to V3 bridge equivalent 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Supervised	Yes
Open Book	No
Pass Score	70% (28/40)
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is correct and will receive the most marks; One option is partially correct and will receive slightly fewer marks than the correct option; One option is the least correct and will receive the fewest marks; One option is incorrect and will receive no marks
Delivery	Examination can be Paper Based or online from an ATO or directly via an Examination Institutes Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)
Class size	Maximum ratio of 18 students to one trainer

10.3.3. Service Capability modules

The **Service Capability** series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use.

The four Service Capability modules and their respective subject areas are:

Planning, Protection and Optimization (PPO)	<ul style="list-style-type: none"> • Availability Management • Capacity Management • IT Service Continuity Management • Demand Management • Risk Management • Information Security Management
Service Offerings and Agreements (SOA)	<ul style="list-style-type: none"> • Service Portfolio Management • Service Level Management • Service Catalogue Management • Demand Management • Supplier Management • Financial Management

Release, Control and Validation (RCV)	<ul style="list-style-type: none"> • Change Management • Service Release and Deployment Management • Service Validation and Testing • Service Asset and Configuration Management • Knowledge Management • Request Fulfilment • Service Evaluation
Operational Support and Analysis (OSA)	<ul style="list-style-type: none"> • Event Management • Incident Management • Request Fulfilment • Problem Management • Access Management • Service Desk • Technical Management • IT Operations Management • Application Management

10.3.3.1. Format of the Service Capability Module Course(s) and Examination(s)

Module Credit Value	4
Prerequisites	<ol style="list-style-type: none"> 1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Personal Study Recommendations	12 hours of Personal Study using the syllabus and relevant publications
Course Duration	At least 30 hours of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course
Exam Type	8 Complex Multiple choice, scenario based questions
Exam Duration	90 minutes
Provisions for Additional Time relating to language	<p>Candidates completing an exam:-</p> <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country <p>have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary</p>
Prerequisites	<ol style="list-style-type: none"> 1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Supervised	Yes
Open Book	No
Pass Score	70% (28/40)
Marking Method	<p>Gradient scoring will be the marking method. In this method, questions are graded as follows:</p> <p>One option is correct and will receive the most marks; One option is partially correct and will receive slightly fewer marks than the correct option; One option is the least correct and will receive the fewest marks; One option is incorrect and will receive no marks</p>
Delivery	Examination can be Paper Based or online from an ATO or directly via an Examination Institutes Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)
Class size	Maximum ratio of 18 students to one trainer

10.4. Managing Across the Lifecycle

This certification is the Capstone certification in the ITIL V3 scheme, and completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices.

The course and examination includes:

- Introduction to IT Service Management Business and Managerial Issues
- Managing the Planning and Implementation of IT Service Management
- Management of Strategic Change
- Risk Management
- Managerial Functions
- Understanding Organizational Challenges
- Lifecycle Project Assessment
- Understanding Complementary Industry Guidance

To reach ITIL Expert level, this certification and the associated accredited training course are mandatory for all candidates, unless they are exempt through the Service Manager bridging route (available until June 2011) – see section 12.3.

NOTE TO CANDIDATES:

No credits are given for duplicate modules and Manager and Practitioner credits cannot be added together to gain an exemption or an ITIL Expert certification – for more information, see section 13.

10.4.1. Format of the Managing Across the Lifecycle Module Course and Examination

Module Credit Value	5
Prerequisites	<ol style="list-style-type: none"> 1. Candidate must have attained a minimum of 17 credits from balanced ITIL (V2 or V3) study 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Personal Study Recommendations	28 hours of Personal Study using the syllabus and relevant publications
Course Duration	At least 30 hours of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course.
Exam Type	Complex Multiple choice, multi-part, scenario based questions
Exam Duration	90 minutes
Provisions for Additional Time relating to language	<p>Candidates completing an exam:-</p> <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country <p>have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary</p>
Prerequisites	<ol style="list-style-type: none"> 1. Candidate must have attained a minimum of 17 credits

	from prior ITIL (V2 or V3) study 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Supervised	Yes
Open Book	No
Pass Score	70% (28/40)
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is correct and will receive the most marks; One option is partially correct and will receive slightly fewer marks than the most correct option; One option is the least correct and will receive the least marks; One option is incorrect and will receive no marks
Delivery	Examination can be Paper Based or online from an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)
Class size	Maximum ratio of 18 students to one trainer

10.5. ITIL Expert in IT Service Management Certification

This level of certification is awarded to candidates who have achieved a range of ITIL certifications and have achieved a well rounded, superior knowledge and skills base in ITIL best practices.

There is no examination required for this level; however candidates must achieve a series of certifications across a selection of **balanced subject areas**, examined across the full spectrum of the ITIL Service Management Practice areas.

A credit system has been applied to the scheme (see section 11) to enable candidates interested in this level of certification to reach the required level of certification achievement.

To achieve the certification, the basic requirement is that candidates must obtain a minimum of twenty two (22) credits from ITIL certifications or complementary products. The scheme construct mandates that two (2) of these credits must be from the Foundation certificate which is a mandatory first step, and five (5) must be from the Managing Across the Lifecycle module, which is a mandatory final step (the "Capstone").

After Foundation, candidates can choose any selection of modules from the Intermediate level (Capability or Lifecycle) as well as the complementary qualifications to gain the other 15 credits, but are expected to choose a balanced programme overall. A candidate can only claim a maximum of 6 credits from complementary products.

Candidates must note that no credit will be given for repeated modules. Further guidance on the selection of balanced module programmes and the credit system that supports the ITIL Scheme can be found in sections 11 and 13 of this document.

Alternatively, candidates can seek guidance from their ATO or EI or by accessing the ITIL Credit Profiler online tool (<http://www.itil-officialsite.com/itilservices/v1/map.asp>).

10.6. ITIL® Master Certificate in IT Service Management

The ITIL® Master Qualification is not an examination. It validates the capability of the individual to apply the principles, methods and techniques from ITIL in the workplace, against a set of published criteria.

The ITIL® Master certificate assesses learning at the highest levels of Bloom's Taxonomy - 5 and 6 - which involve Analyzing, Evaluating and Synthesis, and to achieve this level, an individual needs to demonstrate their experience in applying ITIL principles and practices to real-world challenges.

Candidates must explain how and why they selected and applied their knowledge of ITIL and supporting management techniques, to achieve desired business outcomes in one or more practical assignments, including how they addressed cultural and behavioural issues. Candidates must not only describe the solutions but must also demonstrate the continued effectiveness of the solutions and the benefits.

Applicants are assessed by written submission describing real-world assignments, augmented by interview. In this way unique solutions to situations can be represented, discussed and clarified by the candidate and Assessors.

10.6.1 ITIL® Master Curriculum

Since every candidate will choose to apply a unique range of experience, principles, methods and techniques, it is not possible to define a fixed syllabus with associated Learning Objectives.

Instead, the ITIL® Master qualification allows candidates to determine their own field of practice based on ITIL. The documentation outlining the Requirements and Scope for Certification will guide candidates through the process of defining their field and which elements of ITIL they will include.

There is no prescribed training course for this certification since the theory being tested will vary depending on the nature of the situation that each candidate will address.

10.6.2 Achieving ITIL® Master Certification

The steps for achieving the certificate are:

1. Application
2. Preparation and submission of a Proposal describing the real life situation/s addressed and the Elements of ITIL applied
3. Preparation and submission of a Work Package for assessment
4. Attendance at interview.

10.6.2.1 The Proposal

The Proposal allows candidates to describe the scope and details of the work they will submit for assessment.

The Proposal will be assessed to ensure that the candidate has defined an appropriate situation, including sufficient ITIL Elements across the full scope of the ITIL Service Lifecycle and to verify that the scope of the assignment(s) will meet the relevant scope requirements.

10.6.2.2 The Work Package

The Work Package is the body of evidence that candidates provide to meet the assessment requirements.

The Work Package describes the real-world situation/s faced, how the candidate was able to use their ITSM knowledge and capability to successfully evaluate and apply a solution to that situation (including any innovation), and the resulting benefits to the organization.

The Work Package is assessed to ensure that core ITIL concepts were applied to provide value to the business as well as to IT.

10.6.2.3 The Interview

Interviews will be scheduled after the Work Package has been assessed and accepted. The interview is important for three main reasons:

- To provide the candidate with an opportunity to further explain specific aspects included in their Work Package
- To provide Assessors with an opportunity to probe the candidates on areas of concern or which require further clarification in the Work Package, and
- To ensure that the Work Package is the candidate's own work.

It is expected that the ITIL® Master Certificate will be recognized by external professional industry bodies.

11.V3 Qualifications Scheme Credit System

To meet the objective of a flexible scheme that allows candidates to tailor their V3 education and certification needs, a supporting credit system has been applied to the overall Qualifications Scheme.

Candidates may elect to take as many or few modules as they wish to meet their individual or organizational needs. Each certification earns credits for the ITIL Expert designation.

Credits do not expire and once gained, can be used at a future date and will be applied in accordance with the rules of the Qualifications Scheme in use at that time.

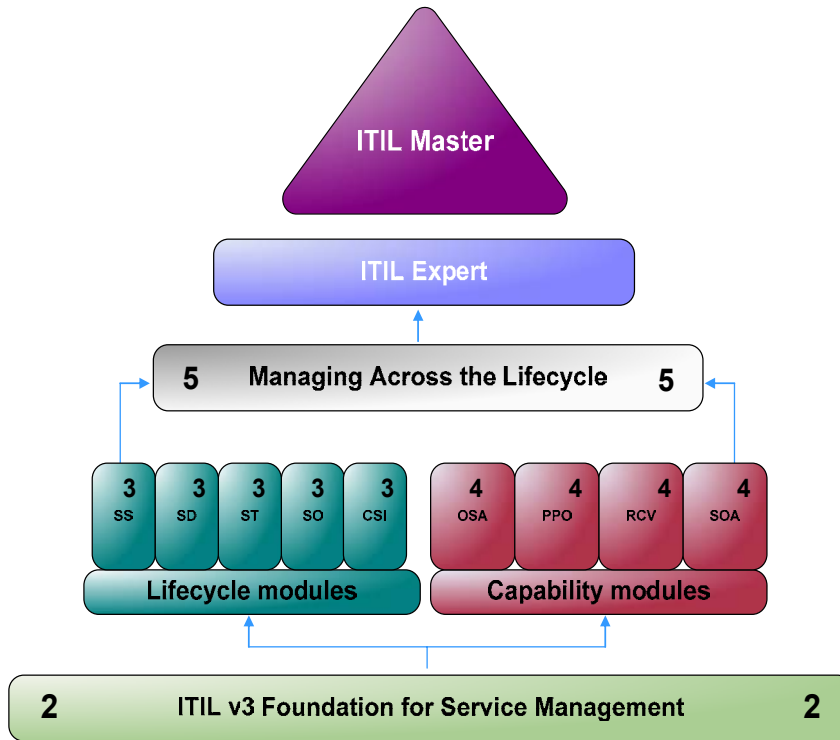
11.1. Credit values

Each V3 certification has been assigned a numerical credit value. Credit values across all levels can be accumulated over time to achieve the required minimum of twenty two (22) credits in order for a candidate to achieve the ITIL Expert level certification. Credits are assigned as follows:

	Credit Value
ITIL Foundation Certificate in IT Service Management	2
ITIL Service Lifecycle stream	3
Service Strategy	3
Service Design	3
Service Transition	3
Service Operation	3
Continual Service Improvement	3
ITIL Service Capability stream	
Planning, Protection and Optimization	4
Service Offerings and Agreements	4
Release, Control and Validation	4
Operational Support and Analysis	4
Managing Across the Lifecycle	5

The following illustration shows the credits assigned to each certification module within the V3 scheme:

Figure 2 - V3 credit assignment



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11.2. Credit and Examination Pre-requisites

To ensure that candidates select a well balanced variety of certifications across the curriculum, certain prerequisites and mandatory credits are required within the scheme and to achieve ITIL Expert certification.

Candidates with no prior ITIL certifications wishing to take ITIL V3 examinations must satisfy the following prerequisites:

	Certificate Prerequisites	Credit Prerequisites
FOUNDATION	None	None
INTERMEDIATE	ITIL V3 Foundation Certificate	2 credits
MANAGING ACROSS THE LIFECYCLE MODULE	ITIL V3 Foundation Certificate AND a combination of ITIL Intermediate or Complementary certifications	17 credits – <ul style="list-style-type: none">• 2 Credits from foundation• Min. 15 from Intermediate or complementary Certifications
ITIL EXPERT	ITIL V3 Foundation Certificate AND a combination of ITIL Intermediate or Complementary certifications AND Managing Across the Lifecycle Certificate	22 credits- <ul style="list-style-type: none">• 2 from foundation• Min. 15 from Intermediate or complementary Certifications• 5 from MALC
ITIL MASTER	ITIL Expert Certification	<ul style="list-style-type: none">• As above for ITIL Expert

11.2.1. Pre-Requisite Exemptions

It should be noted that where a candidate has gained ITIL Expert level designation via the ITIL V3 Manager Bridge Course and Examination, they are eligible to take an intermediate course and examination and do not need to take a Foundation level certification.

11.3. Selecting Modules to Achieve ITIL Expert Certification

It is strongly recommended that all candidates who intend to achieve ITIL Expert Certification achieve a balanced and well rounded knowledge of V3.

In order to achieve this, candidates should select a series of intermediate modules which complement each other. Modules of study should therefore cover each of the 5 practice areas, to ensure that the end result is a holistic view and knowledge of ITIL Best Practices.

The scheme has been designed with two principle streams – the Service Lifecycle and Service Capability streams – which have both been developed and constructed offering optimum balance and coverage of ITIL V3 principles; however, there are other routes to ITIL Expert which offer a similar balance, and some possible module combinations are shown in Figure 3.

It should be noted that it is not a mandatory requirement for candidates to choose their Expert route from the paths outlined below; however selecting one of these routes will give candidates the best possible knowledge and skills base in ITIL.

Figure 3 – Possible Module Combination Options to achieve ITIL Expert Certification

	FND	V3 Capability Stream				V3 Lifecycle Stream					Capstone	
	Foundation Certificate	Planning Protection & Optimization	Service Offerings & Agreements	Release Control & Validation	Operational Support & Analysis	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement	Managing Across the Lifecycle	Total credits
Option A	2	4	4	4	4						5	23
Option B	2					3	3	3	3	3	5	22
Option C	2	4	4					3	3	3	5	24
Option D	2	4	4	4					3	3	5	25
Option E	2		4	4	4		3			3	5	25
Option F	2			4	4	3	3			3	5	24

12. Bridging Options from Earlier ITIL Certifications

The Qualifications Board has approved the use of existing ITIL V1 and V2 certifications for prerequisite exemption and credit use within the V3 Qualifications Scheme.

The bridging options exist to recognize the existing investment in ITIL certifications and eliminate the need to re-certify under the new scheme. The Bridging options recognize the elements of ITIL V2 which continue forward in V3 and the certifications achieved prior to the release of the V3 scheme.

The credits which have been assigned to the certifications from earlier ITIL versions are below.

Earlier ITIL Certification	Credit
V2 ITIL Foundation	1.5
V2 ITIL Practitioner	
Clustered Subjects:	
• Plan and Improve (IPPI)	3.5
• Agree and Define (IPAD)	3.5
• Support and Restore (IPSR)	3.5
• Release and Control (IPRC)	3.5
• Service Desk, Incident and Problem Management	3.5
• Change, Configuration and Release Management (CCR)	3.5
Single Subjects:	
• Service Desk and Incident Management	2
• Service Level Management	2
• Release Management	2
• Problem Management	2
• IT Service Continuity Management	2
• Financial Management	2
• Configuration Management	2
• Change Management	2
• Capacity Management	2
• Availability Management	2
ITIL Service Manager	
• V1 ITIL Service Manager	17
• V2 ITIL Service Manager	17

12.1. Bridging Options for Earlier certifications

Under the V3 Qualifications Scheme, the following bridging options are available for holders of earlier ITIL certifications from the V1 or V2 qualifications schemes.

12.1.1 Foundation level

The bridging option for candidates at Foundation Level is the ITIL V3 Foundation Bridge course and examination.

This examination was withdrawn on 31 December 2010. The examination will remain available for re-sits until 30 June 2011 following which it will be permanently withdrawn. See section 12.3.3 for further information.

12.2.1.1 ITIL V3 Foundation Bridge

The ITIL V3 Foundation Bridge examination utilizes Bloom's level 1 and 2 Taxonomy and tests candidates in their ability to understand the basic concepts, describe them and demonstrate basic comprehension of the ITIL practices.

Candidates who have achieved the V2 Foundation certification can gain a V3 foundation level of knowledge by attending an ITIL V3 Foundation Bridge course offered by an ATO AND successfully completing the ITIL V3 Foundation Bridge Examination.

Candidates who gain this certification will be eligible to take ITIL Intermediate modules.

12.2.1.2 Format of the V2-V3 Foundation Bridge

Prerequisites	1. Foundation Certificate from earlier ITIL versions 2. Successful completion of an Accredited Course for the module from an ITIL ATO
Personal Study	No recommendations for Personal Study
Course Duration	At least 9 hours and 30 minutes of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course
Exam Type	Multiple choice, 20 questions
Exam Duration	Maximum 30 minutes
Pass Score	65% (13/20)
Distinction Score	None
Marking Method	Classic Multiple choice: Only one option can be correct and will be awarded a mark. The remaining 3 distracters are awarded no marks
Delivery	Examination can be online or Paper Based from an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam)

12.2. V2 Practitioner level

The possible combinations of V2 Practitioner certifications are numerous so it is not possible to introduce a direct bridging route to ITIL Expert Certification for these candidates.

Under the Qualifications Scheme, ITIL V2 Practitioner qualifications have been evaluated and mapped against the ITIL V3 intermediate modules to determine the degree of overlap between them.

Based on this mapping, ITIL V2 Practitioner certifications have been allocated a credit value and has identified a Credit Administration Policy for those modules with a high degree of overlap which cannot be used together towards ITIL Expert Level – see section 13 for more information.

The bridging options available to candidates who would like to move to V3 from Practitioner certifications are outlined in the following sections of this document.

12.2.1. Enhancement of V2 Practitioner Knowledge in an ITIL practice area

V2 Practitioner certificate holders who would like to enhance their learning and certification in a specific ITIL practice area can enter the V3 Qualifications scheme and take intermediate modules in similar or parallel process or practice areas.

In order to take an intermediate certification, these candidates must take either of the following certifications:

V3 Foundation Certification in IT Service Management

OR

ITIL V3 Foundation Bridge course and examination
(available until December 2010)

Once candidates become eligible to take V3 Intermediate modules, they are free to select any of the available modules, based on their own educational or professional requirements.

Candidates should refer to the ITIL syllabuses or seek guidance from their ATO to determine which V3 Intermediate modules may be of interest to them.

12.2.2. Achieving ITIL Expert Level with Practitioner Certifications

It is likely that some candidates with one or more V2 Practitioner certifications will wish to use these credits toward the ITIL Expert Certification and the following options are available to these candidates:-

1. Candidates who possess a minimum of 12 credits from V2 Practitioner and Foundation level certifications are eligible to:

Complete the V3 Managers Bridge course through an ATO and successfully pass the exam (available until end June 2011)

AND

Attend the V3 Managing Across the Lifecycle course through an ATO and successfully pass the exam

2. Candidates who possess less than 12 credits from V2 Practitioner and Foundation level certifications are eligible to:

Complete the V3 Foundation Certification in IT Service Management

OR

Complete the ITIL V3 Foundation Bridge course and examination (available until December 2010)

AND

Add to their existing V2 Practitioner certifications and credits by completing a balanced selection of V3 Intermediate courses and MALC, and successfully pass the module exam(s).

Alternatively, these candidates can take further V2 Practitioner modules (whilst available) to achieve the minimum 12 credits to be eligible for the Managers Bridge and MALC certification route outlined in option 1 above.

NOTE TO CANDIDATES:

In order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.

Candidates who hold V2 Practitioner modules should be aware of the Credit Administration Policy which relates to the use of modules and credits towards ITIL Expert Level. As some V2 modules have a high degree of overlap with V3 modules they cannot be used together towards ITIL Expert Level certification.

For more information on this policy, see section 13.

12.3. V1 or V2 Service Manager

Candidates who have achieved the V1 or V2 Service Manager certification can currently gain the V3 ITIL Expert certification by attending a V3 Manager Bridge course offered by an ATO and successfully completing the Manager Bridge Examination.

The Manager Bridge course and exam covers the subject areas of all five Lifecycle stages, and those existing subject areas of V2 which have undergone significant change in V3.

This qualification will bridge the gap between the ITIL Service Manager Certificate in IT Service Management and the ITIL Expert certification in IT Service Management. This course is only intended for those holding a valid ITIL Managers Certificate in IT Service Management based on ITIL Versions 1 or 2 and those V2 Practitioners who have accrued sufficient credits.

This examination will be publically available until 30 June 2011 for candidates attempting the examination for the first time, following which it will be permanently withdrawn. See section 12.3.3 for further information.

12.3.1. Target Group

The target group of the ITIL V3 Managers Bridge Qualification is:-

- Individuals who already hold the Managers Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL Expert in IT Service Management, thereby demonstrating their knowledge of ITIL V3
- Individuals who hold sufficient V2 Practitioner credits and would like to obtain the ITIL Expert qualification by successfully completing the V3 Managers Bridge and The Managing Across the Lifecycle accredited courses and examinations

12.3.2. Format of the V3 Managers Bridge Module

Prerequisites	<ol style="list-style-type: none">1. V1 or V2 Manager Certificate in IT Service Management, or 12 V2 credits from Practitioner modules2. Successful completion of an Accredited Course for the module from an ITIL ATO
Personal Study	Candidates are expected to be familiar with the content of the five Service Lifecycle core publications
Course Duration	At least 28 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course
Exam Type	Twenty (20) question Scenario-based, complex multiple-choice examination
Exam Duration	90 minutes
Pass Score	80% (16 of 20)
Marking Method	Classic multiple choice: Only one option can be correct and will be awarded a mark. The remaining distracters are awarded no marks
Delivery	Examination can be online or Paper Based from an ATO or directly

	via an Examination Institute's Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)
Class size	Maximum ratio of 12 students to one trainer

12.3.3. Withdrawal of ITIL V2 and V3 Bridging Certifications

In line with OGC's policy for the withdrawal of ITIL Version 2 and all associated bridging products as announced in October 2009, the following certifications will be withdrawn on the following dates:

- V2 Foundation to cease on 30 June 2010 - *now withdrawn*
- V2 Manager to cease on 31 August 2010 - *now withdrawn*
- V2 Practitioner to cease on 31 Dec 2010 - *now withdrawn*
- Foundation Bridge to cease on 31 Dec 2010 - *now withdrawn*
- Managers Bridge to cease on 30 June 2011

All of the above will be available for re-sits until 30 June 2011 and all certifications will remain valid.

Following the withdrawal of the bridging certifications, the following rules will apply for holders of earlier ITIL certifications who would like to move to V3:

- Following withdrawal of the **ITIL V3 Foundation Bridge Certificate**, there will be no bridging option available to holders of the **ITIL V2 Foundation certificate**.

Any certificate holders who would like to take a V3 Intermediate module will be required to take the ITIL V3 Foundation Certificate in IT Service Management in order to be eligible.

- Following withdrawal of the **ITIL V3 Foundation Bridge** and **ITIL V3 Manager Bridge Certificates**, any candidate holding **ITIL V2 Foundation and ITIL V2 Practitioner certificates** that would like to move to ITIL V3 will be required to take the ITIL V3 Foundation certificate and supplement their existing certifications with V3 Intermediate modules.

Candidates who would like to reach ITIL Expert Level will be required to select a balanced portfolio of modules to achieve the minimum 17 credit requirement, and then take the MALC course and examination.

Candidates who hold V2 Practitioner modules should be aware of the Credit Administration Policy which relates to the overlapped content between V2 and V3 modules, and the use of module and credits towards ITIL Expert Level. For more information on this policy, see section 13.

- Following withdrawal of the **ITIL V3 Manager Bridge certificate** the bridging option available to holders of the **ITIL V1 or V2 Service Manager certificate** will change and will require V1 or V2 Service Manager holders to undertake V3 modules to enter the V3 scheme and/or reach ITIL Expert Level.

Service Manager Certificate holders who would like to take any ITIL V3 intermediate modules will be required to take the ITIL V3 Foundation certificate.

In order to reach ITIL Expert Level holders of the Service Manager certificate must successfully complete the following certifications:

V3 Foundation Certification in IT Service Management

PLUS		
Service Strategy	OR	Continual Service Improvement
PLUS		

Managing Across The Lifecycle (MALC)

This Bridging route will only be available to holders of the full ITIL V1 or V2 Service Managers Certification (both Service support and Service Delivery components).

Individuals who choose to follow this route to ITIL Expert Level should note that the credit system does not apply to this particular bridging option.

13.Credit Administration Policy

A key aspect of the ITIL V3 Scheme is to award ITIL Expert certification to candidates who have demonstrated a well balanced knowledge of ITIL, through achievement of a series of ITIL qualifications.

In order to award this fairly, an additional policy has been introduced to mandate how qualifications **with overlapped content** are assigned credit recognition towards ITIL Expert certification, while ensuring that an appropriate balance of knowledge is achieved across the V3 qualification spectrum.

A Credit Administration policy has therefore been introduced to identify those modules which have a high degree of overlap, and as a result would not constitute a balanced ITIL knowledge if used together towards ITIL Expert Certification.

The policy itself highlights 3 degrees of overlap and rules for use of credits across all ITIL certifications – past and current - as follows:

Content Overlap between 1 – 19%:-

Modules with this degree of overlap are those where introductory content focusing on the ITSM-based curriculum would be similar or duality of process roles and organizational

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challenges generally accounts for the overlap. This overlap is not considered sufficient to warrant concern, nor detract from the overall learning experience for the candidate.

- *The policy for any two qualifications that overlap within this range is that the degree of overlap is negligible and does not negate or exempt the credit acquisition of any of the certifications which fall into this range.*
- **Candidates are allowed to use the credits gained in any of the qualifications in this range toward the ITIL Expert.**

Content Overlap between 20 and 39%:-

Content overlap in this range is moderate and in most cases results from the same process(es) being covered. This overlap is most consistently seen between the Service Lifecycle and Service Capability qualifications, where the same processes and functions appear in both, but to varying degrees of depth.

Because the degree of overlap is moderate, taking two qualifications in this range will not constitute a significant overlap; **however** any candidate wishing to ensure a proper balance of knowledge should **avoid** combining two or more qualifications in this range, as greater benefit will be gained through balanced certification selection. This also strengthens a candidate’s knowledge base to succeed at the MALC qualification, the final stage in achieving Expert certification.

- *The policy for qualifications that overlap within this range is that **in order to obtain a broad and balanced understanding of ITIL, the following certifications should be avoided.** However, candidates who do study for and pass these certificates can count both sets of units towards their Expert Certification.*

Fig 5 - V3 combined with other V3 qualifications

Can be combined
 Should be avoided

	SS	SD	ST	SO	CSI	SOA	OSA	PPO	RCV
SS									
SD									
ST									
SO									
CSI									
SOA									
OSA									
PPO									
RCV									

Content Overlap between 40 – 79%: -

This range of content overlap is considered significant and constitutes duplicated content and learning unit outcome. An overlap of this degree is enough to compromise a balanced knowledge base when two or more overlapping qualifications are combined.

Candidates who are using their accumulation of credits to gain Expert status are at risk of not having a proper balance of ITIL knowledge if they combine overlapping qualifications in this range. This places these candidates at increased risk of not having the knowledge to succeed at MALC, which presupposes a full base knowledge of ITIL V3.

- *The policy in this instance is that any candidate **whose objective is to apply for ITIL Expert certification is not permitted to use credits from two overlapping qualifications.** While candidates are free to take any qualification, credits from only one of any two overlapping qualifications can be submitted for ITIL Expert.*

Four current V2 and V3 qualifications fall into this range:

Qualification	Overlaps with	Percentage of Overlap
SOA	IPAD	44
PPO	IPPI	49
RCV	IPRC	40
RCV	CCR	44

13.1 Credit Exemptions

Any candidate applying for ITIL Expert Certification that can prove they acquired the overlapping qualifications prior to **August 1, 2009** is eligible for an exemption and can use all credits earned toward ITIL Expert Level Certification.

This exemption is applicable to candidates who already possess any of the V2 qualifications above (IPAD, IPPI, IPRC or CCR) AND one or more of the overlapping V3 qualifications.

14. Complementary Qualifications Scheme

APM Group-The Accreditor have established the complementary qualifications scheme to recognise qualifications which complement and “add value” to ITIL V3 Best Practices and V3 qualifications scheme, and support the educational and career development of ITSM professionals.

All Complementary Qualification are independently assessed and accepted if they meet the following high level criteria:

- If the qualification addresses areas within the ITIL V3 Core or Complementary Publications or other publicly available ITSM related or relevant publications (books, standards, papers etc.) that can be acquired free of charge or purchased
- If the qualification addresses areas not covered by other ITIL V3 Core qualifications or existing areas with a new focus

Once accepted Complementary qualifications will be awarded a credit value depending on its format, content and relevance to ITIL Best Practices.

The credits earned from these qualifications can then be used by those candidates who successfully achieve the certification, towards the ITIL V3 Expert Level of certification.

14.1. Candidate Use of Complementary Qualifications and Credits in the V3 Scheme

Candidates can supplement ITIL V2 or V3 qualifications with complementary qualifications to achieve the requisite number of credits and coverage of the V3 Service Lifecycle to achieve ITIL Expert certification.

The number of credits a candidate can submit from complementary certifications towards ITIL Expert is limited to a maximum of 6 (six) credits from any combination of complementary products.

For more information on the Complementary qualifications scheme, candidates should see the ITIL Complementary Qualifications Scheme Brochure.

For more information on the Complementary products that have been accepted, the content of these qualifications and their credit values candidates should see the following webpage <http://www.itil-officialsite.com/Qualifications/ComplementaryQualifications.asp>.

15. What ITIL qualifications are available?

All of the qualifications within the ITIL V3 scheme are currently available to all candidates through ATOs and EIs as applicable.

When attending a training course, candidates should check that their chosen training provider has been accredited by one of the ITIL Examination Institutes to ensure quality delivery and official examinations.

15.1. Generic examination rules

The following rules are applicable to all examination levels and should be read by any candidate wishing to take one or more of the qualifications.

15.1.1. Examination provision

All accredited Examination Institutes are authorized to provide official ITIL qualifications. A current list of accredited Examination Institutes can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>

Examinations can be delivered either via ATOs or where applicable, directly to candidates at public examination sessions. Where examinations are taken through an ATO, they will order the examinations from their EI and organize the administration of the examinations to their candidates for a fee, usually following a training course.

Where examinations are taken at a public sitting, candidates can book through an EI, authorized examination centre or ATO and attend the examinations at their chosen time and venue from those published by the EI, authorized examination centre or ATO.

Some of the ITIL examinations are available in both paper and electronic format. Where a candidate has a preference as to the delivery format of the qualification they wish to sit, they should register this at the time they book the examination to ensure their expectations are met.

Each EI must maintain full details of all examinations and candidates must be which will be subject to audit by the Official Accreditor. Successful examination candidates may have their achievement published on the Accreditor's Successful Candidate Register, available at <http://www.itil-officialsite.com/ITILEISCRSquery.asp>. To publish this information the candidate must provide their permission at the time of examination in accordance with the EIs procedure and relevant data protections laws.

15.2. Competition

ATOs have a choice of EI, therefore EIs will publish their own rules regarding the following areas of scheme operation: -

- Rules for the accreditation of ATOs, trainers and course materials
- Fees for accreditation scheme and examinations
- Invigilation/Proctoring of examinations
- Issue and timing of results
- Issue and timing of certificates
- Appeals process
- Complaints process
- Data Protection Policy
- Discrimination Policy

It should be noted however, that while EIs are permitted to compete with each other on the areas of scheme delivery outlined above, they must satisfy overarching scheme principles in order for them to be accredited. EIs are not permitted to act in such a manner as to bring the official ITIL scheme into disrepute.

15.3. Appeals and complaints

All EIs have their own individual processes for appeals against accreditation or certification decisions as well as complaints against them or an ATO they accredit. Candidates should use this procedure in the first instance.

Should a candidate be dissatisfied by the processing or result of an appeal or complaint they make through their EI, they have the right to escalate this to OGC's Official Accreditor, The APM Group Ltd.

Candidates who wish to escalate a concern to the Official Accreditor should contact APM Group for further details.

If necessary, APM Group may take the appeal or complaint to the ITIL Qualifications Board for consideration and resolution. In this instance APM Group will submit the issue or complaint at the next meeting of the ITIL Qualifications Board and ensure feedback is provided in a timely fashion after the meeting.

16.Examination translation

APM Group work closely with the itSMF and EIs to find suitable ITIL experts to translate the qualifications into key languages, for the use of training organizations and EIs.

APM Group contract directly with these individuals to ensure that qualifications are available, and are maintained and updated in line with the master question library.

Up to date details of all currently available languages can be viewed at <http://www.itil-officialsite.com/InternationalActivities/ExaminationLanguages.asp>.

17. Glossary of Terms

ACP	Accredited Course Provider	Alternative name for Accredited Training Organization (ATO)
AEC	Authorized Examination Centre	An organization which is accredited by an EI to hold examination sittings, having met the specific AEC requirements as defined in the EIs Accreditation Guide, and making use of the EIs accredited Supervisors.
Affiliate	Affiliate	A training organisation that enters into a commercial arrangement with an ATO, to enable the ATO to work in different countries or in different regions of their own country, through a third party agreement.
APM Group	The APM Group Limited	Partner to OGC and contracted as OGC's Official Accreditor for the ITIL qualification and accreditation scheme trading as APM Group. Also operate as an EI trading under APMG.
APMG-International	APMG-International	Recognised EI.
ATO	Accredited Training Organization	Organization approved by an Examination Institute (EI) to run training courses leading to ITIL qualifications
BCS-ISEB	Information Systems Examination Board	Recognized EI.
Broker	Broker or Reseller	An organisation that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.
CERT-IT	CERT-IT GmbH	Recognized EI.
Computer-Based Testing and Assessment (online) Agent	EI Agent	A Computer-Based Testing and Assessment (online) Agent is any 3 rd party organisation which provides examination delivery services to an EI via computer-based testing and assessment methods, to remote computer-based testing locations only.
CSME	CSME	Recognized EI.
DANSK IT	DANSK IT	Recognized EI.
Delivery Agent	EI Agents	Delivery Agents are any entity appointed by the Sub-Licensee (subject to the Sub-Licensors prior written approval) to perform Delivery Agent Services.
DFC	DF Certifying AB	Recognized EI.
EI	Examination Institute	Organization approved by APM Group to administer the assessment of course accreditation for ATOs and delivery of

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		ITIL examinations to the market place.
EXIN International	EXIN International	Recognized EI.
itSMFI	IT Service Management Forum International	The independent internationally recognized forum for IT Service Management professionals.
LCS	Loyalist Certification Services	Recognized EI.
OGC	Office of Government Commerce	A UK government department (formally CCTA) who developed and own the ITIL publications and official scheme.
OPSI	Office of Public Sector Information	The UK government department responsible for managing Crown Copyright
PeopleCert Group	PeopleCert Group	Recognized EI.
QMS	Quality Management Systems	Details of the organization, including all processes, procedures and policies.
TSO	The Stationery Office	OGC's official publishing partner responsible for the publication and distribution of the ITIL core library
TÜV SÜD	TÜV SÜD Akademie GmbH	Recognized EI.

18.Contact Details

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Examination Institutes as of 01 January 2011

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A full and current list of Examination Institutes can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>.