

Demystifying The ITIL V3 Certification Paths

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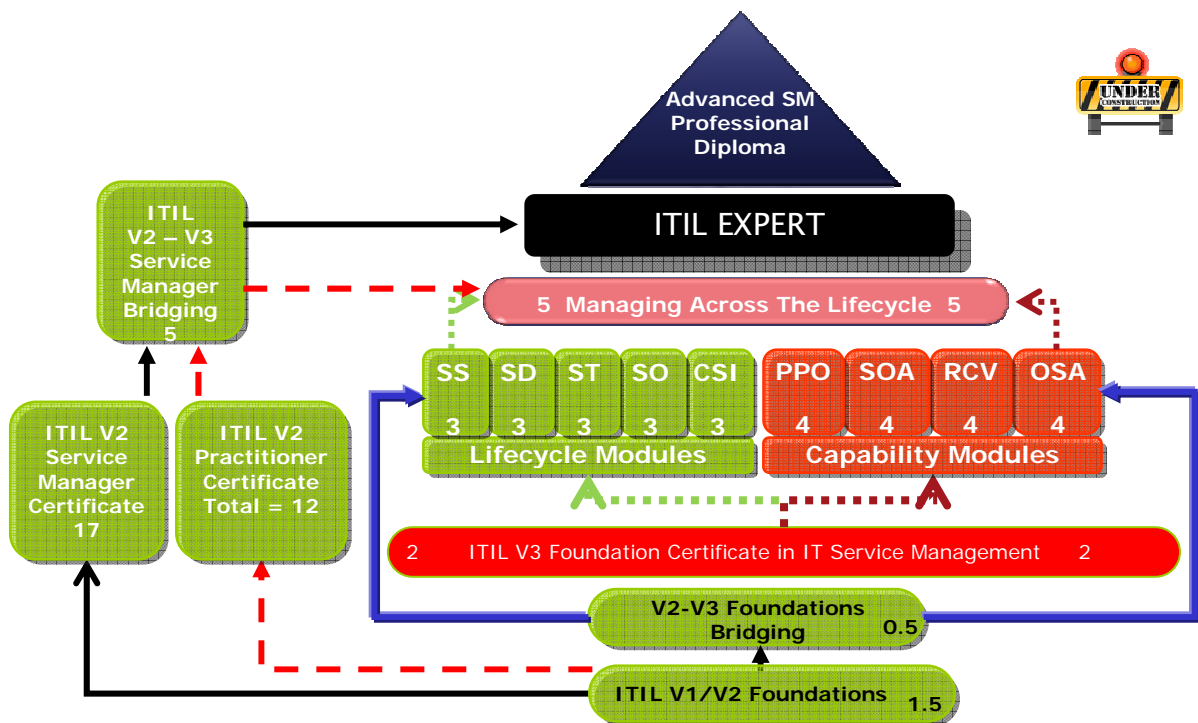
Demystifying The ITIL V3 Certification Paths

By Pierre Bernard, Manager of Education Products, Pink Elephant

The full ITIL V3 Qualification Scheme was revealed in early November 2007. The Office of Government Commerce, owners of the ITIL trademark, released a full report outlining the scheme's vision and principles, certification levels, course credit structure and prerequisites.

Read the report at <http://www.itil-officialsite.com/nmsruntime/saveasdialog.asp?IID=168&SID=59>

Here is a diagram of the approved scheme:



Pink Elephant has received many questions from customers as to what this all means and what precisely the qualification paths are to obtain the ITIL Expert¹ certification. This document will clarify the various paths to help you identify the right educational route for your own particular situation.

Review Of The ITIL V3 Courses

1. Foundation Level

The V3 Foundation level course is worth 2 credits. For anyone holding a current ITIL V1 or V2 Foundation certificate, it is worth 1.5 credits. You will then need to complete a bridging course and pass an exam to attain 0.5 credits and achieve the 2 Foundation level credits.

¹ Name still not approved as of December 01, 2007



Once you have successfully completed either the V3 Foundation course or a V2 + bridging course, you 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 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 clustered modules are:

<p>PPO – Planning, Protection & Optimization</p> <ul style="list-style-type: none"> • Availability Management • Capacity Management • IT Service Continuity Management • Demand Management • Risk Management • Information Security Management 	<p>SOA – Service Offerings & Agreements</p> <ul style="list-style-type: none"> • Service Portfolio Management • Service Level Management • Service Catalog Management • Demand Management • Supplier Management • Financial Management
<p>RCV – Release, Control & Validation</p> <ul style="list-style-type: none"> • Change Management • Release & Deployment Management • Service Validation & Testing • Service Asset & Configuration Management • Knowledge Management • Request Fulfillment • Service Evaluation 	<p>OSA – Operational Support & Analysis</p> <ul style="list-style-type: none"> • Event Management • Incident Management • Request Fulfillment • Problem Management • Access Management • Service Desk • Technical Management • IT Operations Management • Application Management

Each module of the Service Lifecycle stream 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. The Lifecycle modules are:

- Service Strategy: SS
- Service Design: SD
- Service Transition: ST
- Service Operation: SO
- Continual Service Improvement: CSI

Managing Across The Lifecycle

This certification brings together the full essence of a lifecycle approach to service management. A mandatory course for all candidates (unless they are exempt through the V2-V3 bridging option available to candidates currently certified at V1 or V2 Service Manager level), it 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.

3. Advanced Level

Finally, the Advanced Level Diploma will assess an individual's ability to apply and analyze the ITIL V3 concepts in new areas. This higher Diploma has not been developed at this stage.



The Certification Paths

Path 1

You are new to ITIL and have no ITIL certification of any kind, whatsoever.

In order to achieve the ITIL Expert you will need a minimum of 22 credits. There are seven mandatory credits (steps 1 and 3 below) and 15 elective credits (step 2). You will be expected to choose a balanced program. You should take some credits from each stream. You can obtain the credits as follows:

Step 1: Mandatory

ITIL V3 Foundations 2

Step 2: Elective Credits

Earn a total of 15 credits (or more) from any combination of the following courses.

From the Capabilities Stream		Completed?
PPO	4	_____
SOA	4	_____
RCV	4	_____
OSA	4	_____
From the Capabilities Stream		
Service Strategy	3	_____
Service Design	3	_____
Service Transition	3	_____
Service Operation	3	_____
Continual Service Improvement	3	_____

Step 3: Mandatory

Managing Through The Lifecycle 5 _____

Possible Selection Options To Achieve ITIL Expert Certification (for candidates with no prior ITIL certification)	V3 FND	Capability Stream				Lifecycle Stream					Cap- stone	TOTAL
	Foundation	PPO	SOA	RCV	OSA	SS	SD	ST	SO	CSI	Managing Through The Lifecycle	
Option A	2	4	4	4	4						5	23
Option B	2	x	x	x	x	3	3	3	3	3	5	22
Option C	2	4	4	x	x	x	x	3	3	3	5	24
Option D	2	4	4	4	x	x	x	x	3	3	5	25
Option E	2	x	4	4	4	x	3	x	x	3	5	25
Option F	2	x	x	4	4	3	3	x	x	3	5	24



Path 2

You only have your ITIL V2 Foundation certificate

The path is very similar to Path 1 above. Your V1 or V2 Foundation certificate is worth 1.5 credits. In order to achieve the ITIL Expert, you will need a minimum of 22 credits. There are two options:

1. Obtain the missing 0.5 credit by attending an ITIL V2–V3 Foundations Bridging course. You will be required to pass an exam.
2. Obtain the V3 Foundation certificate. You can either attend a course or take the exam directly as attendance in this course is not mandatory.

Follow steps 2 and 3 from Path 1 to earn the remaining credits.

Path 3

*You have your ITIL Foundation and some practitioner courses.
You don't want to take any V3 intermediate level course. Can you? – Yes you can!
These may be a combination of V1 & V2 based courses*

In order to achieve the ITIL Expert you will need a minimum of 22 credits. There are ten mandatory credits (steps 2 and 3 below) and 12 elective credits (step 1). Since you already hold one or more practitioners, it is assumed that you already have your V1 or V2 Foundations certification. You can obtain the credits as follows:

Step 1: Elective Credits

Earn a total of 12 credits (or more) from any combination of the following courses.

From the Clustered Practitioners		Completed?
IPRC ²	3.75	_____
IPSR ³	3.75	_____
IPAD ⁴	3.75	_____
IPPI ⁵	3.75	_____
From the Single Process Practitioners		
Any Single process practitioner from ISEB or EXIN	2 (each)	_____

Step 2: Mandatory

Manager's Bridging Course	5	_____
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Step 3: Mandatory

Managing Thru The Lifecycle	5	_____
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² IPRC – ITIL Practitioner Release & Control (Configuration, Change & Release Management)

³ IPSR – ITIL Practitioner Support & Restore (Service Desk, Incident & Problem Management)

⁴ IPAD – ITIL Practitioner Agree & Define (Service Level Management & Financial Management)

⁵ IPPI – ITIL Practitioner Plan & Improve (Availability, Capacity & IT Service Continuity Management)



Path 4

*You have the IT Service Manager Certification
You have already completed a grueling examination and don't want to repeat the experience of
three-hour long, hand written exams.
Good News! You only have to take one more course, pass one more exam (multiple choice) and
you will be awarded the ITIL Expert certification.*

In order to achieve the ITIL Expert, you will need a minimum of 22 credits. The IT Service Manager is worth 17 credits. How do you obtain the remaining five? Attend an ITIL V2–V3 Service Manager Bridging course. After successfully passing the exam and earning the 5 credits, you will be awarded the ITIL Expert certification.

Step 1: Already Completed

		Completed?
IT Service Manager	17	_____

Step 2: Mandatory

V2-V3 Service Manager Bridging Course	5	_____
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About the Exams

Foundation Level Exams

ITIL V3 Foundations

- Multiple choice – one correct answer only
- 40 questions
- 65% to pass – 26 / 40
- Paper dictionary allowed
- 60 minutes with 15 minutes extra for ESL⁶ candidates

V2-V3 Foundations Bridging

- Multiple choice – one correct answer only
- 20 questions
- 65% to pass – 13 / 20
- Paper dictionary allowed
- 30 minutes with 15 minutes extra for ESL candidates

Intermediate Level Exams⁷

- Gradient multiple choice – multi-part
 - Gradient answers mean:
 - Best answer – 5 marks
 - 2nd best answer – 3 marks
 - 3rd best answer – 1 mark
 - Incorrect answer – 0 marks
- Scenario-based questions – includes distracters
- 8 questions

⁶ ESL – English as a Second Language

⁷ This exam format applies to the Lifecycle Series, the Capabilities Series and the Managing Across The Lifecycle capstone course.



- 65% to pass
- Paper dictionary allowed
- 90 minutes with 30 minutes extra for ESL candidates

V2-V3 Service Manager Bridging Exam

- Multiple choice – one correct answer only
- 20 questions
- 80% to pass – 16 / 20
- Paper dictionary allowed
- 90 minutes with 30 minutes extra for ESL candidates
- Some scenario-based questions
- Some theory questions – diagrams allowed

Additional References

ITIL Refresh News

This site contains all of the official news and resources pertaining to the ITIL V3 project.
<http://www.best-management-practice.com/Knowledge-Centre/ITIL-News>

Loyalist Certification Services

Visit the website of accredited ITIL Examination Institute for easy access to the following:

- ITIL Qualification Scheme document
- A diagram of the Scheme itself
- APM Group news release (APMG is the official ITIL accreditation provider)

<http://www.lcsexams.com/>

Look in the upper right hand corner of the home page.

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