2011

ITIL®
2011 Training Guide

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Contents

Introduction

itSM Solutions® is a CSME accredited training organization (ATO) and a PMI® registered education provider (R.E.P.) specializing in the development of accredited and custom ITIL/ITSM training content that can be delivered in a classroom, virtual classroom (webex), online self-paced video classroom (PC, Smartphone, Tablet) or blended classroom that using a using a highly optimized, delivery and student management model (self-paced videos + instructor led review session + student tracking & reporting)

All of the ITIL certification programs offered by itSM Solutions enable students to accumulate ITIL credits that can be applied towards ITIL Expert status with APMG along with PDU credits that can be applied to maintaining ones PMP status with the Project management Institute (PMI®).

ITIL Defined

According to the official ITIL site (www.itil-officialsite.com), ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by thousands of organizations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting professional qualification scheme.

ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT. ITIL has been developed in recognition of organizations growing dependency on IT and embodies best practices for IT Service Management.

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 high quality IT services.

ITIL is supported by a comprehensive qualification scheme along with a network of accredited training, consulting and technology providers operating across the globe.

The primary benefit coming out of most ITIL projects is a significant reduction in IT's Total Cost of Ownership (i.e., operations cost) along with the ability to deliver reliable, high value services to their client base. Today, ITIL best practices have been adopted by organizations of all sizes including Disney, IBM, Caterpillar, Shell Oil, Boeing and governments across the globe.

.The five Books of ITIL are:

Service Operation (SO)

Service Operation introduces, explains and details delivery and control activities to achieve operational excellence on a day-to-day basis. Readers will find many of the familiar processes from the former service support and service delivery books, which have been updated where necessary.

Service Transition (ST)

Service Transition provides guidance and process activities for the transition of services in the operational business environment. It covers the broader, long-term change management role, release and deployment practices, so that risks, benefits, delivery mechanisms and the support of ongoing operational services are considered.

Service Design (SD)

In order to meet the current and future business requirements, Service Design provides guidance on the production and maintenance of IT policies, architectures, and documents for the design of appropriate and innovative IT infrastructure service solutions and processes.

Service Strategy (SS)

A view of ITIL that aligns business and IT so that each brings out the best in the other. It ensures that every element of the Service Lifecycle is focused on customer outcomes and relates to all the companion process elements that follow. Subsequent titles in the core set will link deliverables to meeting the business goals, requirements and service management principles described in this publication.

Continual Service Improvement (CSI)

Alongside the delivery of consistent, repeatable process activities as part of service quality, ITIL has always emphasized the importance of continual improvements. Focusing on the process elements involved in identifying and introducing service management improvements, this publication also deals with issues surrounding service retirement.

ITIL 2011

The most current release of the library is titled ITIL 2011. It was released to the market on July 29th, 2011. The 2011 edition provides the following updates to ITIL 2007

ITIL 2011 - Service Strategy

The concepts within the publication have been clarified, without changing the overall message. The updated publication includes more practical guidance and more examples where relevant. The newly defined process of strategy management for IT services is responsible for developing and maintaining business and IT strategies, and there are now separate descriptions of business strategy and IT strategy. Financial management has been expanded, and business relationship management and demand management are now covered as processes.

ITIL 2011 - Service Design

Throughout the updated ITIL Service Design publication, there has been particular focus on alignment with ITIL Service Strategy. A number of concepts and principles have been clarified, most significantly the flow and management of activity throughout the overall service design stage with the addition of the 'design coordination' process. Other significant clarifications include the five aspects

of service design, the design of the service portfolio and the terminology related to views of the service catalogue.

ITIL 2011 - Service Transition

The structure, content and relationships of the configuration management system (CMS) and service knowledge management system (SKMS) have been clarified to help the reader to understand these key concepts. There is new content explaining how a change proposal should be used. The evaluation process has been renamed 'change evaluation' and the purpose and scope have been modified to help clarify when and how this process should be used. The service asset and configuration management process has additional content relating to asset management, and there are improvements in the flow and integration of a number of processes, including change management, release and deployment management, and change evaluation.

ITIL 2011 - Service Operation

Process flows have been updated or added for all processes including request fulfillment, access management and event management. Key principles – including guidance around service requests and request models, and proactive problem management – have been clarified. The publication has been updated to explain how basic events flow into filters and rule engines to produce meaningful event information. The relationship between application management activities versus application development activities is also clarified. Other clarifications include an expanded section on problem analysis techniques, procedure flow for incident matching and further guidance for escalating incidents to problem management. In addition, the guidance for managing physical facilities has been expanded.

ITIL 2011 - Continual Service Improvement

The seven-step improvement process – and its relationship with the Deming 'Plan-Do-Check-Act' cycle and knowledge management – has been clarified. The CSI model has been renamed the CSI approach and the concept of a CSI register has been introduced as a place to record details of all improvement

Initiative's within an organization. Minor changes have been made throughout the book to clarify the meaning and to improve readability. Particular emphasis has been made on documenting the interfaces from CSI to other lifecycle stages.

More details on the 2011 changes can be found on the official ITIL site at http://www.itil-officialsite.com/

ITIL Certifications

Today, ITIL offers a total of 11 certifications to the IT community. ITIL has accommodations in its syllabi to support delivery in a classroom or virtual classroom using an accredited instructor or in self-study or blended learning environment using a combination of online self-paced training

programs combined with accredited instructor or mentoring resources. Listed below is a brief description of the training programs currently being offered to the market place.

ITIL Foundation Certification

The foundation-level certification program targets IT professionals looking to become a general practitioner in the practice of IT Service Management. While these practitioners have a general understanding of ITSM, they have a limited knowledge of any specific process, function or service lifecycle area. This is the first stop for those looking to become ITSM Specialists, Practice Managers or Experts. Although not required, candidates are highly encouraged to complete a classroom or online program prior to sitting for the exam. The exam is forty question multiple choice and can be taken in a classroom, online with a web cam proctor or in an examination institute testing center. Candidates will be awarded two ITIL credits and in most cases 18 PDU's upon successful completion of the Foundation exam.

ITIL Intermediate - Lifecycle Specialist

The lifecycle certification series targets individuals looking to specialize in one or more of the five ITIL Lifecycle practice areas. Historically, these roles involve individuals from the Planning, Design and Improvement areas within the IT Engineering, Application and Project/Program Management organizations. Candidates must hold a ITIL V3 Foundation certificate plus successfully complete a classroom or online training program to sit for the Lifecycle exams. The exams are eight question complex multiple choice and can be taken in a classroom, online with a web cam proctor or in an examination institute testing center. Candidates will be awarded four ITIL credits and in most cases 22 PDU's every time they successfully complete a Lifecycle exam.

Lifecycle certification classes include: Service Operation (SO), Service Transition (ST), Service Design (SD), Service Strategy (SS) and Continual Service Improvement (CSI).

ITIL Intermediate - Capability Specialist

The capability certification series targets individuals looking to specialize in one or more of the four ITIL Capability practice areas. Historically, these roles involve individuals from the service implementation, maintenance and support areas within the IT Implementation and Operations organizations. Candidates must hold a ITIL V3 Foundation certificate plus successfully complete a classroom or online training program to sit for the Capability exams. The exams are eight question complex multiple choice and can be taken in a classroom, online with a web cam proctor or in an examination institute testing center. Candidates will be awarded four ITIL credits and in most cases 38 PDU's every time the successfully complete a Capability exam.

Capability certification classes include: Operational Support & Analysis (OSA), Release, Control & Validation (RCV), Planning, Protection & Optimization (PPO), Service Offerings & Agreements (SOA).

ITIL Managing Across the Lifecycle (MALC)

The Managing Across the Lifecycle (MALC) program leads to the ITIL V3 Service Manager Expert certificate. This capstone certification 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.

Candidates must have accumulated 17 ITIL credits by completing a series of Lifecycle or Capability certification programs to qualify to sit for the exam. The exam is an eight question complex multiple choice and can be taken in a classroom, online with a web cam proctor or in an examination institute testing center Candidates will be awarded five ITIL credits and in most cases 38 PDU's upon successful completion of the MALC exam.

ITIL Training Delivery Methods

There has been lots of discussion lately about what ITIL training method is best to learn from. There are those who say classroom is best because it's where you have direct access to an experienced instructor as well as other IT professionals willing to share their thoughts and experiences. There are others who say e-learning is the way to go as it provides the student with scheduling and learning flexibility plus online mentoring services at a low price. There are others who say blended learning is best as it provides the best of both instructor led classroom and e-learning. The bottom line is they're all good as each delivery method is a nail to someone's training hammer. Listed below is a detail description of each delivery method along with a summary of how each method impacts training, travel and time out of the office budgets along with the student's ability to pass the exam on the first try (i.e., return on investment).

The Three T's and one R of ITIL Training

There are four basic things training coordinators need to think about when connecting a student with an ITIL training delivery method.

The first is Training budget. It makes no sense to go shopping at Tiffany's if you only have a dollar in your pocket.

The second is Travel. Most companies have put a hold on travel until the economy gets better. My gut tells me that even when it gets better there will still be a hold on it especially when management discovers that things still get done without people jumping on airplanes.

The third is Time out of the office. The downturn in the economy has forced companies into a position of doing more with less. With that being the case it's almost impossible for anyone to leave for a couple of days let alone a week.

The fourth is Return on Investment (ROI). That is, if employers (or wives) are paying for the training they want some assurance that the student will pass the exam on the first try and that he or she will return with knowledge they can be used on the job.

Listed below is a summary of the ITIL training methods available, their impact on a student's training, travel and time out of the office budgets and their value in helping a student retain the content and pass the exam on the first try.

ITIL Classroom or Virtual Classroom Training

ITIL classroom certification programs are delivered by an accredited instructor to groups of students assembled in a physical or virtual (webinar) classroom with the exam being administered **on the last day of the program however students willing to use a new web cam proctoring method now have the option to set them up on their own.** Training options include:

- Public, open enrollment classes delivered in a training center to a group of students

- Public, open enrollment virtual (webinar) classes delivered online to a group of students

- Corporate classes delivered onsite to a group of six or more students

- Corporate virtual classes delivered online to a group of six or more students

- Courseware licensing programs for IT organizations looking to deliver their own program

Budget & Productivity Impact

- *Training Budget* - This is the most expensive solution in the market today due to its significant expense structure (venue, instructor, operational overhead etc.)

- *Travel Budget* - Unless you can find a virtual or locally hosted class some travel dollars will be required.

- *Time out of the Office* - Plan three days for Foundation and the Service Lifecycle classes and five days for Capability and Managing Across the Lifecycle.

- *Content Retention / Exam Pass* **-** This is one of those depend situations. That is**,** if the instructor is good and the student follows all the rules (i.e., reads the corresponding ITIL books, studies in the evening etc.) the likelihood of passing the exam is in alignment with the average international pass rates of 77.5%

ITIL Blended Learning Training Programs

ITIL blended learning training programs use a combination of online self-paced training programs combined with accredited instructor or mentoring resources plus student management services. Exams are typically delivered on the last day of the program however students willing to use a new web cam proctoring method now have the option to set them up on their own. Training options include:

- Public, open enrollment classes delivered in a training center to a group of students

- Public, open enrollment virtual (webinar) classes delivered online to a group of students

- Corporate classes delivered onsite to a group of six or more students

- Corporate virtual classes delivered online to a group of six or more students

- Courseware licensing programs for IT organizations looking to deliver their own programs

Budget & Productivity Impact

- *Training Budget* - With minimal instructor and venue expense, this delivery method tends to price out somewhere between classroom and online self-paced training.

- *Travel Budget* - If the instructor led review session is delivered online the impact to the budget is zero. If delivered in a classroom, the impact will be minimal based on the reduced number of days required for the instructor to be onsite.

- *Time out of the Office* - Plan one day for Foundation and two days for all other programs.

- *Content Retention / Exam Pass* - This program provides a lot of one-on-one support to help students retain the content and pass the exam on the first try. In a pilot program with a Fortune 100 company this approach is producing pass rates at the 95% level with average student scores coming in at 85+%

ITIL Online Self-Paced Certification Programs

ITIL self-paced certification programs are delivered online using a self-paced, streaming video or traditional e-learning format with support from ITIL Experts and other students operating within a social network or proprietary support group. With this approach students are in charge of setting up their exam schedule. Training options include:

- Online self-study training videos or e-learning programs delivered direct to a student's PC, smartphone or tablet

- Corporate self-study e-learning training programs delivered over the corporate intranet

Budget & Productivity Impact

- *Training Budget* - This delivery method tends to be the least expensive as everything (lectures, courseware, mentoring & exams) is delivered online.

- *Travel Budget* - This delivery method has zero impact on the travel budget

- *Time out of the Office* - Dependent on how the students structure their self-study schedule this delivery method may or may not require any time out of the office.

- *Content Retention / Exam Pass* - This program provides a lot of one-on-one online support to help students retain the content and pass the exam on the first try. Our experience to date with this approach is showing pass rates at the 85% level with average student scores coming in the 80% range

ITIL Exam Options

All organizations approved by APM Group Limited (the official ITIL Accreditor) as examination institutes (EIs) are audited by independent auditors appointed by APM Group in accordance with the principles of international best practice standards. If the systems used by the applicant organizations align with these guidelines, they will be granted permission to administer the 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 allowed to undertake the following activities:

- Approve training organizations through the standards and mechanisms audited and agreed by APM Group.

- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APM Group.

EIs are permitted to operate an ITIL examination scheme through a network of Accredited Training Organizations, and Accredited Trainers with Accredited materials.

All EIs also have representation on the ITIL Qualifications Board; the governance and standards setting body for the ITIL scheme.

The selection of an Examination Institute often revolves around its geographic proximity, processes for qualifying and providing examination proctors, and ability to handle special examination requirements.

The thing to remember when selecting an examination institute is that they all distribute the same exams globally. The key difference comes down to the following

Exam Delivery Methods - With ITIL V3 supporting multiple training delivery models it's important for the EI to support easy to use delivery methods that align with the training model the student has selected. One thing to remember is to get the details behind their offering as they are not all created equal. Delivery models include:

- **Public Testing (PT)** centers offering both paper based and online exams
- **Onsite Testing (OST)** using either paper based or online exams
- **Online Testing (OLT)** online exams using an online web cam proctor

Customer Service - There are two schools of thought on customer service in the EI world. Some leave everything up to the student to coordinate while others provide support services to assist the student throughout the process of scheduling an exam. Other services include certificate and ITIL pin distribution.

The current Examination Institutes are:

1. **APMG-UK** - APMG specializes in the accreditation and certification of organizations, processes and people, offering global accreditation and examination services for training providers. Exam delivery methods include PT, OST, OLT
2. **CSME** - CSME has been working to promote IT Professionalism in the US and the Americas for over half a decade. While we have been focused on ITIL to date, CSME is positioned to support all IT Certification schemes that promote IT Professionalism. CSME is committed to maintaining and advancing the integrity of the examination processes for all IT Professional Certifications. We do this while always putting customer service first. Exam delivery methods include PT, OST, OLT
3. **EXIN** - The Examination Institute for Information Science in the Netherlands (EXIN) is a global, independent IT examination provider. EXIN establishes educational requirements and develops and organizes examinations and learning tracks in the field of IT. Exam delivery methods include PT, OST
4. **ISEB** - The Information Systems Examination Board (ISEB) is a wholly owned subsidiary of the British Computer Society. The ISEB provides industry recognized qualifications that measure

competence, ability and performance in many areas of IT, including ITIL. Exam delivery methods include PT, OST

5. **LCS** - Loyalist Certification Services (LCS) is a premier deliverer of ITIL certification exams in North America. Exam delivery methods include PT, OST, OLT
6. **DANSK IT** - With more than 6,000 members, DANSK IT is a leading interest organization for IT-professionals in Denmark. Its core activities revolve around member networks, conferences, courses, certification programs and IT political advice to the Danish Government and its agencies. Founded in 1958, DANSK IT is among the first IT societies in the world. Exam delivery methods include PT, OST
7. **DF Certifiering AB** - DF Certifiering AB (DFC), is a wholly owned subsidiary to Dataföreningen i Sverige, the Swedish Computer Society with 26,000 IT professionals as members in Sweden. DFC's role is to give accreditation to training providers and certify IT. DFC also provides products in the field of Information Security and self assessing tests for e-Citizens.Exam delivery methods include PT, OST
8. **CERT IT** - Cert-IT was founded by the developers of the IT Training System. We are the first accredited certification body for IT professionals worldwide. We use this competence of development as a clear advantage. Exam delivery methods include PT, OST
9. **PEOPLECERT** - Through 8,850 examination locations worldwide and with more than 600,000 certified individuals and 3,000,000 exams to date, PEOPLECERT Group, the experts in certifying professionals, offers ITIL certifications, as well as other globally recognised, independent certifications that evaluate competence, know-how and expertise and are key to today's competitive, performance-driven business environment. Simple, fast, reliable. Exam delivery methods include PT, OST, OLT
10. **Tuv sud Akademie** - The TUV SUD Group is well known for consulting, testing, certification and training on behalf of industry, trade and commerce, public institutions and private individuals. TUV SUD creates increased safety and added economic value by supporting the competitive strength of our customers through the world. TUV SUD Mission: Choose certainty. Add value. Exam delivery methods include PT, OST

ITSM Education Modeling Tools

ITER is a five step ITSM transformation education roadmap and modeling system built around the key principles outlined in Kotters eight step change process for organizational transformation. The five phases of ITER are:

- Awareness - Introduce the concepts of ITSM & ITIL to the leadership team and stakeholders
- Commitment - Select a team to create the plan & vision then train them to become the evangelists
- Conditioning - Getting IT and the lines of business ready for IT transformation
- Empowering - Empower and reward those who have embraced the vision with the advanced training & certification that will enable them to become part of the Planning, Design, Implementation, Operation and Improvement teams.
- Institutionalization - Establish new HR policies in the areas of recognition, rewards, hiring, promotions & role-based career development.

ITER provides enterprises with a structured model (itSM Training Profiler™) on how to profile the ITSM knowledge and skills base of their IT organization then map that profile to a series of role based training programs designed to equip IT professionals with the knowledge and skills to perform the ITSM job they are responsible for. This easy to use model helps IT organizations get the right training to the right person at the right time by identifying and justifying anticipated ITSM training needs
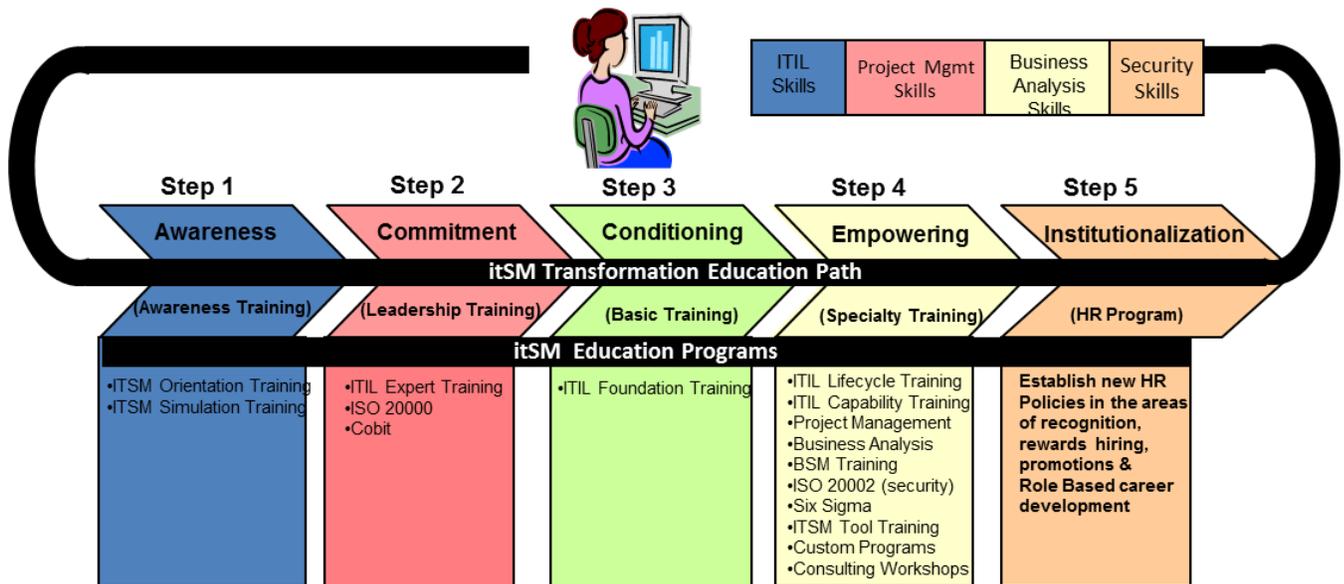
Watch the on demand itSM Training Profiler™ webinar

Get the PDF samples of the slide deck and profiling templates mentioned in the webinar.

Read Dave Nichols newsletter on this topic

itSM Transformation Education Roadmap™ (ITER)
A Role Based Approach to ITSM Education

IT & Business Professionals

ITIL Skills	Project Mgmt Skills	Business Analysis Skills	Security Skills

Step 1	Step 2	Step 3	Step 4	Step 5
Awareness	**Commitment**	**Conditioning**	**Empowering**	**Institutionalization**

itSM Transformation Education Path

(Awareness Training)	(Leadership Training)	(Basic Training)	(Specialty Training)	(HR Program)

itSM Education Programs

•ITSM Orientation Training •ITSM Simulation Training	•ITIL Expert Training •ISO 20000 •Cobit	•ITIL Foundation Training	•ITIL Lifecycle Training •ITIL Capability Training •Project Management •Business Analysis •BSM Training •ISO 20002 (security) •Six Sigma •ITSM Tool Training •Custom Programs •Consulting Workshops	Establish new HR Policies in the areas of recognition, rewards hiring, promotions & Role Based career development

ITIL Certification Roles & Responsibilities

The following outlines the roles & responsibilities one can assume in an IT organization once they successfully completed the ITIL certification programs listed for that role.

ITIL Service Operations Team

ITIL Service Desk Specialist facilitates the Enablement & Restoration of IT Services with minimal impact on the business and within agreed service levels. Recommended ITIL Certifications: Foundation and Operational Support & Analysis (OSA)

ITIL Problem Management Specialist is responsible for finding the root cause of a problem and the plan to remove that error from the infrastructure. Recommended ITIL Certifications: Foundation and Operational Support & Analysis (OSA).

ITIL Service Operation Practice Manager is responsible for managing the overall Service Operations practice area. Recommended ITIL Certifications: Foundation, Service Operation and Operational Support & Analysis (OSA).

ITIL Service Transition Team

ITIL Change Management Specialist is responsible for maximizing the benefits to the business when making changes to the IT infrastructure, while minimizing the risks involved in making those changes. Recommended ITIL Certifications: Foundation and Release Control & Validation (RCV)

ITIL Release & Deployment Management Specialist is responsible for protecting the live environment and its services through the use of formal procedures that control the release, distribution, implementation and maintenance of configuration Items. Recommended ITIL Certifications: Foundation and Release Control & Validation (RCV)

ITIL Configuration & Knowledge Management Specialist is responsible for ensures that all of the Configuration Items in the infrastructure are authorized, and under the control of a single set of processes and to ensure that the right information is delivered to the appropriate place or competent person at the right time to enable informed decisions. Recommended ITIL Certifications: Foundation and Release Control & Validation (RCV)

ITIL Service Transition Practice Manager is responsible for the day-to-day management of the ITIL change management specialists who are responsible for maximizing the benefits to the business when making changes to the IT infrastructure, while minimizing the risks involved in making those changes. Recommended ITIL Certifications: Foundation, Service Transition and Release Control & Validation (RCV)

ITIL Service Strategy & Design Team

ITIL Service Portfolio Management Specialist is responsible for managing the commitments & investments made by the service provider across all customers, markets and third-party services. [Recommended ITIL Certifications: Foundation and Service Strategy](#)

ITIL Service Level Management Specialist is responsible for maintaining and improving business aligned IT service quality through a constant cycle of agreeing, monitoring, reporting and reviewing IT service achievement. [Recommended ITIL Certifications: Foundation and Service Offerings & Agreements](#)

ITIL Service Capacity & Continuity Specialist is responsible for optimizes the delivery of IT Services by matching the business demand for IT services to IT resources along with providing a systematic approach to the development of an IT Service Continuity Plan to ensure that IT services are protected or can be restored as quickly as possible after a disaster. [Recommended ITIL Certifications: Foundation and Planning Protection & Optimization](#)

ITIL Service Catalogue & Supplier Management Specialist is responsible for managing the information contained within the Service Catalog, ensuring that it is accurate and reflects the current details, status interfaces and dependencies of all services that are being run, or being prepared to run in the live environment. The SCSMS is also responsible to ensures that services supplied by external suppliers provide a quality of service to the business consistent with the money being spent to obtain those services. [Recommended ITIL Certifications: Foundation and Service Offerings & Agreements](#)

ITIL Service Strategy & Design Practice Manager is responsible for the day-to-day management of the ITIL service strategy and design specialists who are responsible for translating strategic plans and objectives and creating the designs and specifications for execution through service transition and operations[. Recommended ITIL Certifications: Foundation, Service Strategy, Service Design, Service Offerings & Agreements and Planning Protection & Optimization](#)

ITIL Continual Service Improvement Team

ITIL Service Quality Management Specialist is responsible for monitoring IT' s compliance with corporate performance and quality management policies using best practice management methods. [Recommended ITIL Certifications: Foundation and Continual Service Improvement](#)

ITIL Service Improvement Practice Manager is responsible for the day-to-day management of the ITIL service portfolio & service quality specialists who are responsible for managing the commitments & investments made by the service provider across all customers, markets and third-party services along with monitoring IT' s compliance with corporate performance and quality management policies using best practice management methods. [Recommended ITIL Certifications: Foundation, Service Strategy, Service design and Continual Service Improvement](#)

ITIL Expert

The expert certification series is targeted at individuals looking to become ITIL experts in one of the six ITIL V3 Expert tracks. This ITIL Expert certification program leads to multiple certificates in IT Service Management. The primary purpose of this role is to be the Mentor to the various teams within IT responsible for the Planning, Design, Implementation, Operations and Optimization of the ITSM program. Historically, these roles have been assigned to individuals from the IT Engineering, Program/Project management and Operation organizations who have a 360° view of how IT operates in the context of the enterprise.

Expert mentors include:

ITIL Lifecycle Expert leads the teams responsible for reviewing and building the organization's IT Service Lifecycle plan. Historically, these roles have been assigned to individuals from the IT Engineering or Program/Project management organizations who have a 360° view of how IT operates in the context of the enterprise. **ITIL Certifications required include:** Service Strategy (SS), Service Design (SD), Service Transition (ST), Service Operation (SO), Continual Service Improvement (CSI) and Managing Across the Lifecycle (MALC)

ITIL Capability Expert leads the teams responsible for implementing and managing IT services on a daily basis. Historically, these roles have been assigned to individuals from the IT Implementation or Operations support organizations that have a 360° view of the enterprise IT operational environment. **ITIL Certifications required include:** Operational Support & Analysis (OSA), Release Control & Validation (RCV), Planning, Protection & Optimization (PPO), Service Offerings & Agreements (SOA), Managing Across the Lifecycle (MALC)

ITIL Mixed Track Expert leads the teams responsible for reviewing, building, implementing and managing IT services on a daily basis. Historically, these roles have been assigned to individuals from the IT Implementation or Operations support organizations that have a 360° view of the enterprise IT operational environment. There are four hybrid practice area configurations supported by APMG. **ITIL certifications required include:**

Mixed Track #1 - Mid-Level Manager: Customer Relations - Service Offerings & Agreements (SOA), Planning Protection & Optimization (PPO), Service Transition (ST), Service Operation (SO), Continual Service Improvement (CSI) and Managing Across the Lifecycle (MALC)

Mixed Track #2 - Mid-Level Manager - IT Quality Assurance - Release Control & Validation (RCV), Planning, Protection & Optimization (PPO), Service Offerings & Agreements (SOA), Service Operation (SO), Continual Service Improvement (CSI) and Managing Across the Lifecycle (MALC)

Mixed Track #3 - Mid Level Manager - IT Operations - Operational Support & Analysis (OSA), Release Control & Validation (RCV), Service Offerings & Agreements (SOA), Service Strategy (SS), Continual Service Improvement (CSI) and Managing Across the Lifecycle (MALC)

Mixed Track #4 - Mid Level Manager - IT Planning & Architecture - Operational Support & Analysis (OSA), Release Control & Validation (RCV), Service Strategy (SS), Service Design (SD), Continual Service Improvement (CSI) and Managing Across the Lifecycle (MALC)

ITIL Class & Exam Specifications

Listed below are the requirements and specifications for the ITIL certification programs

ITIL V3 Certification	Prerequisite	Length of Class Program	Length of Video Program	Exam Supplier	Exam Type	# of Questions	Exam Time	Passing	ITIL Credits	PDU Credits
ITIL Foundation	None	18 hours	8 Hours	Prometric, VUE, CSME	Multiple Choice	40	60 minutes	65	2	18
ITIL Lifecycle - Strategy	Foundation	21 hours	5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL Lifecycle - Design	Foundation	21 hours	9 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL Lifecycle - Transition	Foundation	21 hours	6 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL Lifecycle - Operation	Foundation	21 hours	6 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL Lifecycle - CSI	Foundation	21 hours	4 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL Capability - OSA	Foundation	30 hours	6.5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL Capability - RCV	Foundation	30 hours	7 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL Capability - PPO	Foundation	30 hours	7 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL Capability - SOA	Foundation	30 hours	5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL Expert - Managing Across the Lifecycle	17 ITIL Credits	30 hours	5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	5	38

ITIL Certification Roadmap & Credit Profiler

The ITIL® Credit Profiler System.

The ITIL Qualification Scheme introduces a modular credit system for each of the V3 certifications. All modules are given a credit value, and candidates meeting the requisite entry criteria and accumulating the required number of credits (22) can apply for ITIL Expert level certification. Click here to learn more about the V3 Qualification Scheme.

Certifications from earlier ITIL versions (V1 and V2) are also recognized within the system, together with qualifications endorsed as complementary to the V3 qualification portfolio.

The purpose of the ITIL Credit Profiler is to advise ITIL candidates of the total credit value they have attained within the scheme and to provide general guidance on potential routes for further study based on candidate educational or certification objectives.

Create your Credit Profile

Create your credit profile by clicking the ITIL modules you have successfully completed or intend to take, in the graphic below. Then click the "View Credit Profile" button at the bottom of the page to see how many credits you have earned in the V3 Scheme.

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