

ITIL® VERSION 3

EDUCATION CERTIFICATION

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INTRODUCTION

The recent release of ITIL® version 3 (30th May 2007) has generated a lot of questions surrounding the education program that supports this popular infrastructure management framework. To help clarify and draw together the various sources of information on ITIL Education the following status update is provided with regard to courses, exams and education in general.

Note:

It must be stated at the outset that the information presented here is issued with various "health warnings". This is due to the fact that the final details of the ITIL Education program for version 3 are still to be ratified by the ITIL Examination Panel. However, the panel has issued indicative program details.

Under ITIL version 3, there will be an increase in the amount of available programs, exams and qualification levels. This change is reflective of the changes in the structure of ITIL v3 itself.

The new ITIL certification scheme will be multi-layered. As per the current scheme the entry point for individual qualifications will be the ITIL Foundation certificate. This certification will be a pre-requisite for moving into either:

- a) The Service Lifecycle series
- b) The Service Capability series
- c) A mixture of service lifecycle and service capability series

Passing exams at these levels is a prerequisite before taking the "Managing through the Lifecycle" capstone course qualification program. With a combination of successful exam results an IT professional will be awarded a "Diploma in Service Management". Ultimately, the pinnacle of success for ITIL Qualifications will be an "Advanced Diploma in IT Service Management".

In order to qualify for the Diploma in Service Management a candidate must earn a set number of credits; but must also complete mandatory courses and exams. The **current thinking** regarding the **number of credits required is 22** and the diagram following illustrates how this can be achieved. For new students, the Foundation and 'Managing through the Lifecycle' programs will be mandatory.

Professionals that have already passed ITIL qualifications will not be disadvantaged under the new qualification scheme. Existing qualifications will earn the holder credits towards the "Diploma in Service Management".

Each exam and existing qualification will be assigned a set number of credits. Once a defined number of credits is reached then the Diploma is awarded.

Current ITIL v2 Managers certified professionals will need to complete a version 2 to version 3 Managers bridging course. This program is likely to be worth 5 credits. When combined with the 17 credits awarded for current certifications it will be sufficient to be awarded the Diploma.

The following diagram is an overview of the proposed ITIL Education program that is to be developed over the coming months.



ITIL V3 CERTIFICATION PATH – QUESTIONS

1. I am ITIL v2 Managers certified. What is my upgrade path?

Holders of the current ITIL Managers certification under ITIL v2 will be required to complete the following in order to qualify for the Diploma in Service Management.

- ITIL Managers v2 to Managers v3 Bridging course

2. I am ITIL v2 Foundation certified. What is my upgrade path?

Holders of the current ITIL Foundation certification under ITIL v2 have a number of options available in order to qualify for the Diploma in Service Management. The option selected is dependant on the timing and availability of courses and exams and the requirements of the individual.

- ITIL v2 to v3 Foundation course update
- ITIL Managers v2 Service Support
- ITIL Managers v2 Service Delivery
- ITIL Managers v2 to Managers v3 Bridging course

- ITIL v2 to v3 Foundation course update
- Any combination of ITIL v3 Service Lifecycle and ITIL v3 Service Capability programs with a combined total of 15 credits
- Managing through the Lifecycle

3. I am ITIL v2 Foundation certified and I hold some ITIL v2 Practitioner certificates. What is my upgrade path?

The ruling regarding individuals that hold current Foundation and selected Practitioner certificates (individual or clustered) is still not finalized. Send an e-mail to blog@certification.info with your specific details. We will then lobby the Examination institute on your behalf to get a clear ruling.

4. I am ITIL v2 Foundation certified, I have passed an ITIL Practitioner exam and I have passed either the ITIL v2 Managers Service Support or Service Delivery certificates. What is my upgrade path?

The ruling regarding individuals that hold current Foundation and selected Practitioner certificates (individual or clustered) and either of the two ITIL v2 Managers exams is still not finalized. Send an e-mail to blog@certification.info with your specific details. We will then lobby the Examination institute on your behalf to get a clear ruling.

5. I currently hold no ITIL certifications. What are my options?

Individuals looking to begin their ITIL Certification track at this time have a number of options available in order to qualify for the Diploma in Service Management. The option selected is dependant on the timing and availability of courses and exams and the requirements of the individual, as well as the expiry date of current ITIL v2 programs.

- ITIL v2 Foundation course
- ITIL v2 to v3 Foundation course update
- ITIL Managers v2 Service Support
- ITIL Managers v2 Service Delivery
- ITIL Managers v2 to Managers v3 Bridging course

- ITIL v3 Foundation course
- ITIL Managers v2 Service Support
- ITIL Managers v2 Service Delivery
- ITIL Managers v2 to Managers v3 Bridging course

- ITIL v3 Foundation course
- Any combination of ITIL v3 Service Lifecycle and ITIL v3 Service Capability programs with a combined total of 15 credits
- Managing through the Lifecycle

6. I am ITIL v2 Managers certified and I hold certificates in Practitioners. Can I qualify for the Diploma without any further certification?

No. Even though you may hold certification that has a point value higher than 22, you will need to complete the ITIL Managers v2 to ITIL Managers v3 bridging course program.

7. When is the 'End of life' for ITIL version 2 Foundation & ITIL Version 2 Managers?

- Exams for current ITIL version 2 Foundation stop in December 2007
- Exams for current ITIL version 2 Managers stop in November 2008

8. What are the names of the Service Capability programs?

The service capability programs can be thought of as similar to the current ITIL Practitioner programs. Four programs and associated exams are planned:

- Planning, protection and Optimization = PP&O
- Service Offerings & Agreements = SO&A
- Operational Support & Analysis = OS&A
- Release, Control & Validation = RC&V

9. What are the names of the Service Lifecycle programs?

The service management programs can be thought of as similar to the current ITIL Managers programs. Five programs and associated exams are planned (one for each core of the ITIL framework):

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvement

10. What has happened to the ITIL v2 system of Foundation, Practitioner and Managers level certifications?

The current model is to be replaced by a new 5 tier system.

1. Entry level will still be referred to as Foundation.
2. Managers and Practitioners are combined into one layer of 10 courses and exams (Service Management and Service Capability).
3. Managing through the Lifecycle will be a 'capping course' and mandatory for any person wishing to be awarded the Diploma in Service Management.
4. The Diploma in Service Management is awarded upon reaching a predefined number of credits (credits are awarded based on current certification held and new exams passed).
5. The Advanced Diploma in Service Management looks set to be managed by the Institute of Service Managers (IoSM). At this stage the details for the Advanced Diploma are not available, but it is likely to be a 'status' award, based on experience and contributions to the industry.

11. How do you know all this?

<http://blog.certification.info> prides itself on providing the latest and up to date information. The information contained in this document has been drawn together from a variety of sources.

- ITIL v3 Trainers update – Cologne, Germany May 30th to June 1st 2007.
- ITIL version 3 Launch - London, June 5th 2007
- Discussions with Examination Institutes
- E-mails and releases from the APM Group (the official ITIL accreditor)

12. What should I do if I have more questions?

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