

# **ITIL® VERSION 2 Managers to V3 Diploma EDUCATION CERTIFICATION**

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## INTRODUCTION

This short paper introduces the reader to the syllabus that has been set for the ITIL v2 Managers to ITIL v3 Diploma Bridging course.

The syllabus is issued by the APM Group, who in 2006 were appointed by the Office of Government Commerce (OGC) as the official ITIL Accreditor.

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.

**Just added: ITIL v2 Managers to ITIL v3 Diploma EXAM briefing (see below)**



## ITIL V2 MANAGERS TO V3 DIPLOMA - QUESTIONS

**1. I am ITIL v2 Managers certified. Can I take the Managers Bridge course and exam?**

Yes. In fact the course and exam is ONLY open to those that hold the ITIL v2 Managers certificate.

**2. What is the format of the Managers Bridge exam?**

The exam will comprise 20 'complex' multiple choice questions. You will have 90 minutes to complete the exam and the exam is CLOSED BOOK.

**3. What is the pass mark for the Managers Bridge exam?**

From the 20 questions you must answer 16 correctly – that is a passing percentage of 80%.

**4. What does the term COMPLEX apply to with regard to the Managers Bridge exam questions?**

Complex refers to the fact that the questions involve some study and analysis of a given situation. For every two questions in the exam, there is a passage of text or a diagram provided that relates specifically to those two questions.

For example an extract of a piece of text in the sample exams is:

A regional Internet Service Provider (ISP) implemented a new business strategy which intended to focus on the higher education market, with aggressive pricing to attract budget-minded college students. The goal was to differentiate itself as the preferred low-cost provider of high-speed internet access on college campuses. The plan was to first build a brand and then leverage it to gain a greater share of the customer's business with other services such as digital voice calling, online storage, and gaming services. The ISP wanted to transform itself as the full service shop for college students.

Three new service plans were launched to coincide with the beginning of a new academic year, when new students start college life and others return from vacation. To capture this segment of the... etc. etc.

**5. Do I have to take the ITIL v3 Foundation course or Foundation Bridge course before attending the Managers bridge course?**

No. The syllabus is based largely on the ITIL v3 Foundation syllabus as it is. So there is no need to complete any prerequisite course, if you hold the v1/v2 Managers certificate.

**6. Can I take the Managers bridge exam, without taking the course?**

No. If you wish to take the Managers v3 Diploma Bridge exam, then you must have completed the associated course.

**7. How do I know that a trainer is qualified to teach this course?**

There are safety measures to ensure that your presenter is in fact qualified to teach this course.

- They must hold an ITIL v1/v2 Managers certificate
- They must have passed the ITIL v2 to v3 Diploma Managers Bridging exam
- They must hold the resultant ITIL v3 Service Management Diploma

**8. How can a trainer pass the exam if they haven't themselves taken a course?**

Until December 31 2007 there is an amnesty on REGISTERED TRAINERS with an accredited training organization (ATO). Trainers can take the v3 Bridge exam without attending any training course.

**9. How long is the v2 Managers to v3 Diploma bridge course?**

The syllabus states that the number of contact hours is 28, but that it is anticipated that vendors will run a 4 day program. The only issue here is that a typical training day comprises 6 to 6.5 contact hours.

Therefore, a more accurate figure would have been 5 days with the exam at the end of the 5<sup>th</sup> day. However, the syllabus is published now.

**10. 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.

**11. What should I do if I have more questions?**

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