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# **ITIL<sup>®</sup> SERVICE MANAGEMENT PRACTICES**

## **V3 QUALIFICATION SCHEME**

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November, 2007

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# Table of Contents

<b>Introduction</b> .....	<b>3</b>
<b>Purpose</b> .....	<b>3</b>
<b>Scheme vision and principles</b> .....	<b>4</b>
<b>Design Approach</b> .....	<b>5</b>
<b>Scheme Structure</b> .....	<b>6</b>
<b>Foundation level</b> .....	<b>7</b>
<b>Intermediate level</b> .....	<b>9</b>
Service Lifecycle Modules.....	10
Service Capability modules.....	13
Managing Across the Lifecycle.....	15
<b>ITIL Service Management Expert Certification</b> .....	<b>17</b>
<b>Advanced level</b> .....	<b>18</b>
V3 Qualification Scheme Credit System.....	<b>20</b>
Credit values.....	21
<b>Prerequisites</b> .....	<b>23</b>
Foundation level.....	23
Service Lifecycle Modules.....	23
Service Capability Modules.....	23
Managing Across the Lifecycle Module.....	23
Advanced Level Qualification.....	23
<b>Selecting Modules to Achieve ITIL Expert Certification</b> .....	<b>24</b>
<b>Bridging From Existing V1 or V2 Certifications</b> .....	<b>25</b>
<b>Credit values for existing certifications</b> .....	<b>25</b>
<b>V2 to V3 Bridging options</b> .....	<b>26</b>
Foundation level.....	27
V2 Practitioner level.....	27
V1 or V2 Service Manager.....	28
<b>Evolving the Qualification Scheme</b> .....	<b>31</b>

## Introduction

This document is prepared by the ITIL V3 Chief Examiner and carries the approval of the ITIL Qualification Board.

### **Purpose**

The purpose of the ITIL V3 Qualification Scheme is to ensure that relevant and timely certifications are available in the public marketplace to support the formalized learning requirements of individuals and organizations related to the ITIL Service Management Practices, commonly referred to as V3.

The ITIL Qualification Board Panel, through its Senior Examiner Panel has undertaken a review of the current scheme for ITIL V2, the market demand in the current three levels of certification, considered emerging needs of the target consumer and devised a proposed scheme which offers improvement, alignment to V3 guidance and allows for transition into the marketplace without placing an undue hardship on the Examination Institutes and their accredited course providers.

**Please note: any instances of the “ITIL Expert” (formerly ITIL Diploma) title for the higher level certification within this document will be subject to change pending approval of a suitable replacement.**

## Scheme vision and principles

To define and promote a market driven education and certification programme in support of V3.

The V3 Qualification Scheme must meet the needs of the organizations and individuals seeking to obtain knowledge of ITSM practices and concepts in rapidly evolving service management marketplace.

The V3 Qualification Scheme must support the need for innovation by Examination Institutes (EI) and their respective Accredited Training Organizations (ATOs) flexibility in delivery options while preserving a consistent standard of quality, competency and market access for the consumer.

The maturity of the ITSM community is increasing and this places a demand on accredited education for ITIL service management practices to offer globally recognized, accredited education that supports the international markets it serves.

As such, the design principles of the scheme take into account that every accredited qualification must:

- offer certifications that are of value to the career objectives of the student.
- offer flexibility in how it can be delivered.
- provide knowledge that meets the stated learning objectives and competency outcomes.
- align to Blooms taxonomy level 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.

## Design Approach

The V3 Qualification Scheme must align 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 syllabi.

The design remains sensitive to the current market needs and proposes a scheme that allows the necessary expansion of curriculum while preserving a basic structure that can be supported by the ATO community.

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.

The design offers ATO's the flexibility to deliver the learning modules in a structured classroom model, or virtually through e-learning delivery. ATO's can also choose to combine modules or offer them separately as their customers may desire.

The Board agrees that this approach will satisfy a diverse, international marketplace and support the flexibility in learning styles that various countries, cultures and ATO customer demands without compromising the recognized integrity of the qualifications.

## Scheme Structure

The Qualification Scheme is based on content of the ITIL Service Management Practices publications. The Board has approved the curriculum in this scheme which includes the following subject areas and elements of the ITIL Practices:

<i>Strategy Generation</i>	<i>Release and Deployment Management</i>
<i>Demand Management</i>	<i>Service Validation and Testing</i>
<i>Portfolio Management</i>	<i>Evaluation Management</i>
<i>Financial Management</i>	<i>Knowledge Management</i>
<i>Service Catalogue Management</i>	<i>Event Management</i>
<i>Service Level Management</i>	<i>Incident Management</i>
<i>Availability Management</i>	<i>Request Fulfillment</i>
<i>Capacity Management</i>	<i>Problem Management</i>
<i>Service Continuity Management</i>	<i>Access Management</i>
<i>Information Security Management</i>	<i>Operations Management</i>
<i>Supplier Management</i>	<i>Service Measurement</i>
<i>Transition Planning &amp; Support</i>	<i>Service Reporting</i>
<i>Change Management</i>	<i>Service Improvement</i>
<i>Service Asset and Configuration Management</i>	<i>Technology Management</i>
<i>Risk Management</i>	<i>Application Management</i>
<i>Service Desk</i>	<i>Monitoring and Control</i>
<i>IT Operations Management</i>	<i>Technology Considerations</i>
<i>Organizational Considerations</i>	

The subject areas have been grouped into a variety of combinations which cover the ITIL Service Management practice Lifecycle and Capabilities elements and are organized into three levels of certification in the scheme.

## 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 the 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)

## 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.

## Format of the ITIL Foundation Certificate in IT Service Management Examination

Module Credit Value	2
Personal Study	No recommendations for Personal Study
Course Duration	Equivalent of 16.25 hours of classroom based instruction including examination preparation, with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course
Exam Type	Multiple choice, 40 questions
Duration	60 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 75 minutes and are allowed the use of a dictionary
Prerequisite	Accredited Foundation training is strongly recommended but not a prerequisite
Supervised	Yes
Open Book	No
Pass Score	65%
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

## **Intermediate level**

The intermediate stream 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. Prime focus is the Lifecycle itself, the use of process and practice elements used 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, execution and use throughout the Service Lifecycle.

### **Target Group**

- Individuals who require a deeper understanding of the ITIL Service Management Practice elements of the ITIL Service 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 seeking the ITIL Expert level certification in ITIL Service Management for which these are prerequisite modules.
- Individuals seeking progress towards the ITIL Advanced Service Management Professional standing in IT Service Management for which the ITIL Expert certification is a prerequisite.
- Individuals who wish to specialize in any of the Service Lifecycle and Capability Areas.

## Service Lifecycle Modules

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

The Lifecycle modules are:

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

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.

Each ITIL Service Lifecycle Stream Module – is a free-standing qualification, and comprises one of six modules that lead to the full ITIL Expert Level certification in IT Service Management. 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.

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. The Service Lifecycle Module Certificates exposes such 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.

Upon successful completion of the education and examination related to this certification, it is reasonable to expect a better understanding of the content of the ITIL Service Management Practices, which form the core of the ITIL Service Lifecycle.

## **Eligibility for Lifecycle Modules examinations**

Candidates shall fulfill the following requirements:

- At least 21 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
- ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.

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. It is also recommended that students should complete at least 21 hours of personal study by reviewing the syllabus and relevant books in preparation for the examination.

There is mandatory accredited course attendance for this examination.

## Format of the Lifecycle Module Examinations

Module Credit Value	3
Course Duration	At least 21 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
Personal Study Type	21 hours of recommended Personal Study Complex Multiple choice, multi-part, scenario based questions
Duration	90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary
Prerequisite	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	65%
Distinction Score	75%
Marking method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is the most 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 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)

## 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 capability modules and their respective subject areas are:

### Planning, Protection and Optimization

- Availability Management
- Capacity Management
- IT Service Continuity Management
- Demand Management
- Risk Management
- Information Security Management

### Service Offerings and Agreements

- Service Portfolio Management
- Service Level Management
- Service Catalogue Management
- Demand Management
- Supplier Management
- Financial Management

### Release, Control and Validation

- Change Management
- Service Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Knowledge Management
- Request Fulfillment
- Service Evaluation

### Operational Support and Analysis

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

## Eligibility for Capability Modules examinations

Candidates shall fulfill the following requirements:

- At least 30 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
- ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.

There is mandatory accredited course attendance for this examination.

## Format of the Service Capability Modules

Module Credit Value	4
Course duration	At least 30 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
Personal Study	12 hours of recommended Personal Study
Type	Complex Multiple choice, multi-part, scenario based questions
Duration	90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary
Prerequisite	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	65%
Distinction Score	75%
Marking method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is the most 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 online or Paper Based from an ATO. (proof of attendance at an Accredited training course will be required prior to taking the exam)

## **Managing Across the Lifecycle**

This 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 and includes:

- Introduction to IT Service Management Business & 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

### **Eligibility for the Managing Across the Lifecycle Module examination**

Candidates shall fulfill the following requirements:

- At least 30 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
- To have achieved a minimum of 17 credits from any combination of V3 units OR a combination of V2 Practitioner and V3 units, including an ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent

The intermediate certification 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.

There is mandatory accredited course attendance for this examination.

## Format of the Managing Across the Lifecycle Module

Module credit Value	5
Course duration	At least 30 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
Personal Study	28 hours of recommended Personal Study
Type	Complex Multiple choice, multi-part, scenario based questions
Duration	<b>90</b> minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary
Prerequisite	<ol style="list-style-type: none"> <li>1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.</li> <li>2. Successful completion of an Accredited Course for the module from an ITIL ATO</li> <li>3. A minimum of 17 credits</li> </ol>
Supervised	Yes
Open Book	No
Pass Score	65%
Distinction Score	75%
Marking method	<p>Gradient scoring will be the marking method. In this method, questions are graded as follows:</p> <p>One option is the most correct and will receive the most marks</p> <p>One option is partially correct and will receive slightly fewer marks than the most correct option</p> <p>One option is the least correct and will receive the least marks</p> <p>One option is incorrect and will receive no marks</p>
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)

This certification and accredited course is mandatory for all candidates unless they are exempt through the bridging option available to candidates currently certified at V1 or V2 Service Manager Level.

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.

## **ITIL Service Management Expert Certification**

This certification is achieved by accumulating credits through the first two levels of the Scheme.

There is no examination required for this level; however candidates must achieve credits through a selection of balanced subject areas which represent and are examined across the full spectrum of the ITIL Service Management Practice areas.

To achieve the certification, candidates must obtain a minimum of twenty two (22) credits, two of which must be from the Foundation module which is a mandatory first step, and five of which must be from the 'Managing Across the Lifecycle' module which is a mandatory final step.

Candidates can choose modules from the Capability (4 credits per module) or Lifecycle (3 credits per module) Streams to gain the other 15 credits, but are expected to choose a balanced programme overall.

Candidates who hold a V1 or V2 Managers Certificate (17 credits) and attend the mandatory V3 Managers Bridge course and pass the examination (5 credits) will also obtain the ITIL Expert certification.

**No credit will be given for repeated modules. Candidates who may wish to go forward to the Advanced Level (in development) will be assessed to ensure that they have gained credits for the full Service Lifecycle.**

**Any candidate wishing to gain the ITIL Service Management Expert certification using credit exemptions must successfully complete the relevant Bridge course and exam.**

## Advanced level

At present, the Advanced Level certification is still in development. The details provided in this section are subject to change and will be appended to the Qualification Scheme when this level has been finalized and approved by the Qualification Board.

The **Advanced Level** of study leads to an ITSM professional Certification. Candidates for the **Advanced Level** are required to have achieved the ITIL Service Management Expert certification and be able to demonstrate practical application experience through a peer evaluation scheme. They will be assessed on the broader issues of ITSM implementations, including, but not limited to:

- Managing cultural and organizational change
- Responding to industry change
- Continual improvement of ITSM capability
- Preparing organization for audit and certification
- Preparing to become an ITSM consultant and/or an ITIL trainer

Candidates wishing to achieve Advanced Level standing are required to have a minimum of eight years of ITSM experience and to have achieved the ITIL Expert certification. Testing methods may include:

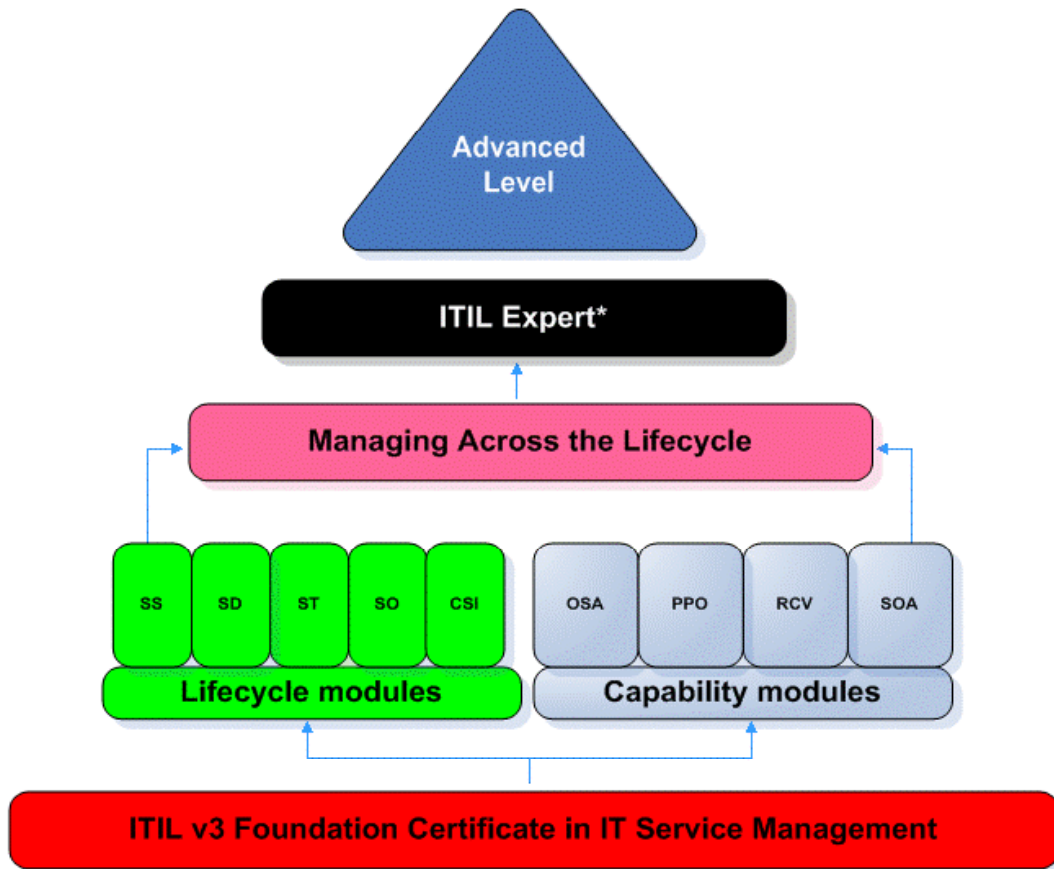
- Standardized case studies
- Open book written exams
- Combination of multiple choice, short question and essay-type questions
- Defensive thesis
- Simulations

The Advanced Level certification will be based on a combination of ITSM theory and experiential evidence.

Examination testing will be at Bloom's level 5&6 (analysis and synthesis) and candidates will be required to identify solutions to realistic situations.

It is expected that in future, the Advanced Level certification will be recognized by external professional industry bodies such as the Institute of Service Management, the Institute of Certified Service Managers and National Computer Societies. Similarly, the Advanced Level certification scheme may elect to recognize a candidates standing with these types of bodies as a credit towards eligibility.

Fig 1 - V3 Qualification Scheme Structure



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### **V3 Qualification Scheme Credit System**

To meet the objective of a flexible scheme that allows candidates to tailor their V3 education and certification needs, a credit system is applied to the overall Qualification Scheme. This permits the widest possible choices for candidates in their pursuit of certifications and ensures well balanced subject matter knowledge of ITIL Service Management Practices. To maximize flexibility, credits can be selected from a range of options.

Candidates may elect to take as many or few modules as they wish to meet their individual or organizational needs, but must accumulate the required number of credits to gain the ITIL Expert Certification.

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 Qualification Scheme in use at that time.

## Credit values

Each V3 certification has been assigned a numerical credit value. Credit values across all levels can be accumulated to achieve the required minimum twenty two (22) in order for a candidate to achieve the ITIL Expert level achievement certification.

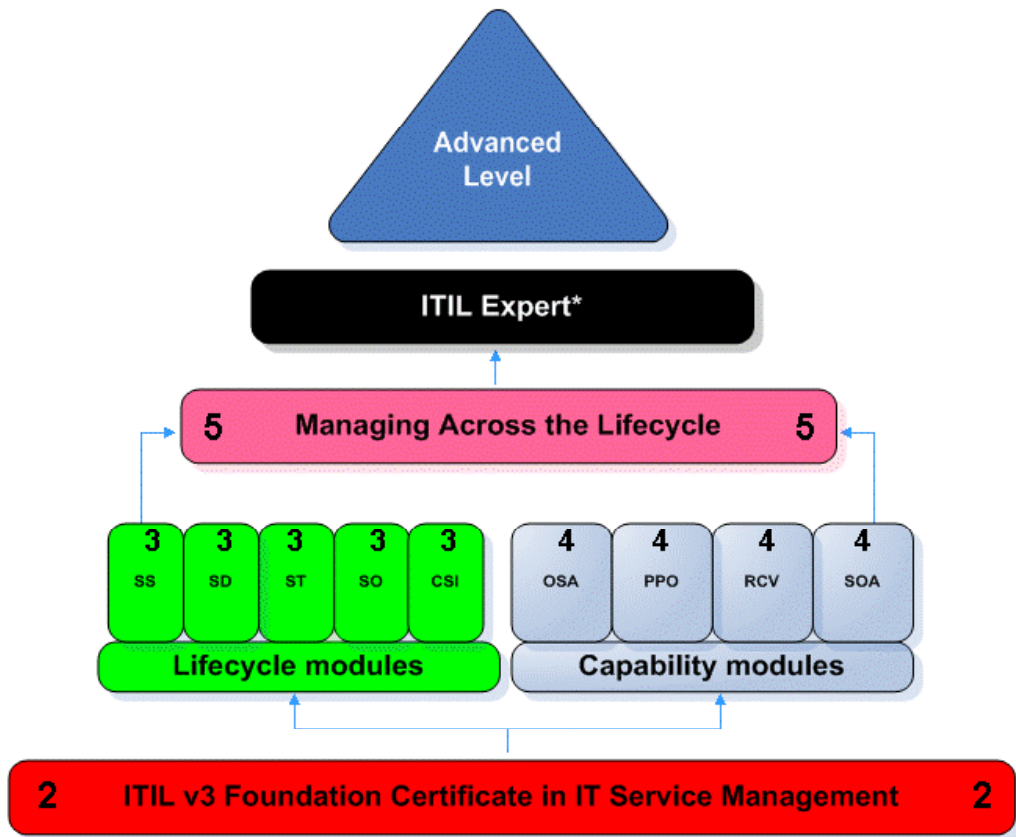
Once the ITIL Expert Level is achieved, a candidate can pursue the Advanced Level certification, which is currently in development.

Credits are assigned as follows:

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

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

**Figure 2 - V3 credit assignment**



\* working title

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

## **Prerequisites**

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

### **Foundation level**

No credit or certification prerequisite is required to register for ITIL Foundation Certificate in IT Service Management Examination.

### **Service Lifecycle Modules**

- V3 ITIL Foundation Certificate in IT Service Management required (2 credits)  
AND
- Completion of intermediate module course(s) from a V3 accredited training organization (ATO)

### **Service Capability Modules**

- V3 ITIL Foundation Certificate in IT Service Management required (2 credits)  
AND
- Completion of intermediate module course(s) from a V3 accredited training organization (ATO)

### **Managing Across the Lifecycle Module**

- V3 ITIL Foundation Certificate in IT Service Management required (2 credits)  
AND
- Accumulation of no less than 15 credits from Lifecycle and/or Capability stream (no credit is given for duplicate modules)  
AND
- Completion of required intermediate Modules from a V3 accredited training organization (ATO)

### **Advanced Level Qualification**

The prerequisites for this level are in development and the syllabus and prerequisites will be confirmed.

## Selecting Modules to Achieve ITIL Expert Certification

The Qualification Scheme offers a range of modules across the three levels of learning to meet a variety of individual or organizational learning objectives. Provided candidates meet prerequisites for any syllabus and examination, they can select from the various modules depending upon their learning needs.

The Qualification Scheme requires that all candidates wishing to achieve the ITIL Expert or Advanced Level certifications, possess well balanced V3 subject matter knowledge. These certifications examine across the entire ITIL Service Management Practice Lifecycle and it is therefore important that any candidate wishing to become certified at these levels select modules that span across the Lifecycle.

Some possible combinations are shown in the table below:

**Figure 3 - V3 Module Combinations**

Possible Selection Options to achieve ITIL Expert Certification	V3 FND	V3 CAPABILITY STREAM				V3 LIFECYCLE STREAM					CAPSTONE	TOTAL NUMBER OF CREDITS
	FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT	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	
Candidates with no prior ITIL certification												
Option A	2	4	4	4	4						5	23
Option B	2					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

## Bridging From Existing V1 or V2 Certifications

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

### Credit values for existing certifications

All certifications must have been acquired from the following Accredited Examination Institutes:

- Examination Institute for Information Science (EXIN)
- Information Systems Examination Board (ISEB)
- Loyalist Certification Services (LCS)
- APM Group (APMG) – Examination Institute

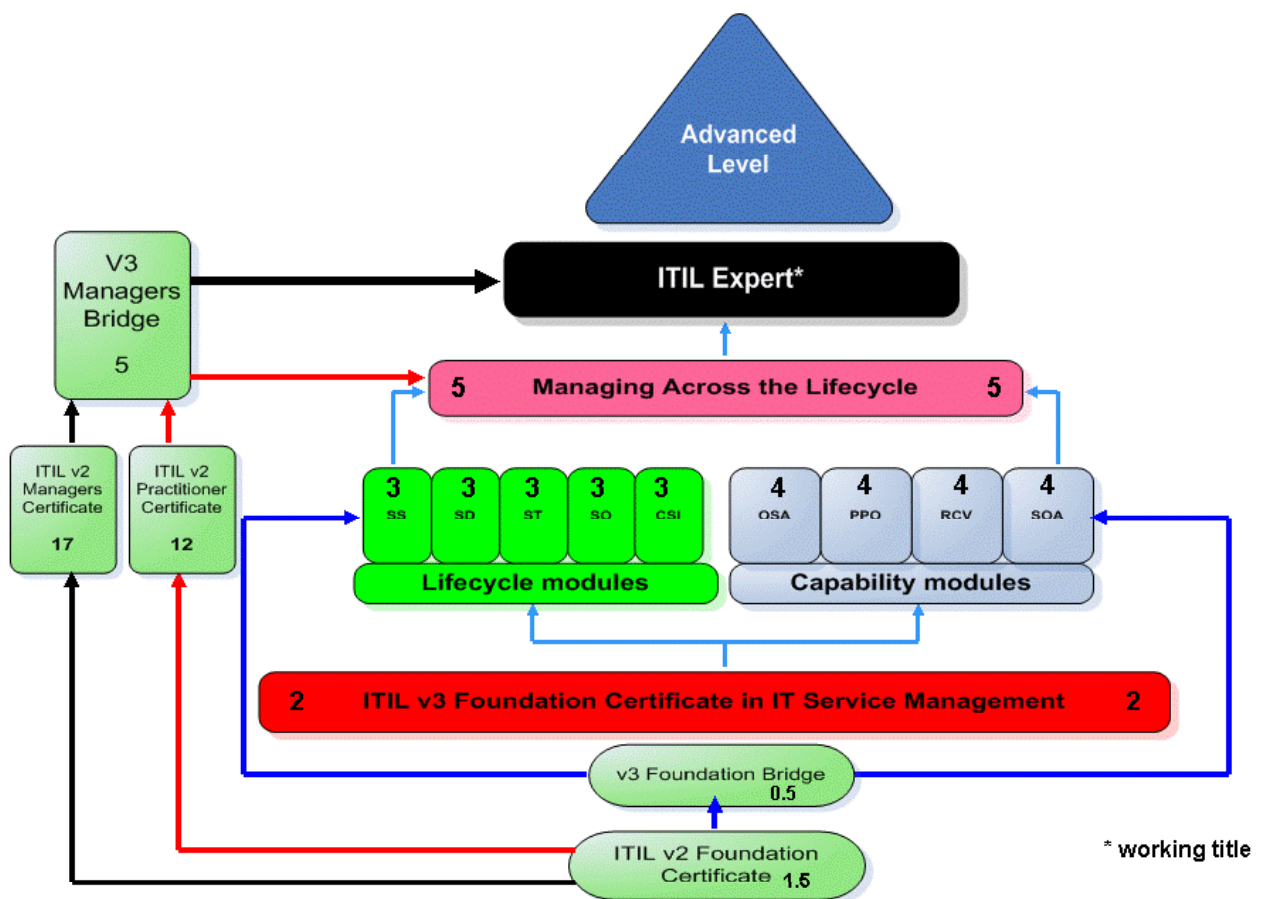
Under the Qualification Scheme, the following credits are granted for V1 and V2 and V1/V2 to V3 bridging certifications:

V1 / V2 Certification	Credit	Bridge Certification	Bridge Credit
<b>V2 ITIL Foundation</b>	1.5	V2 – V3 Foundation Bridge	0.5
<b>V2 ITIL Practitioner</b> <b>Clusters:</b> Plan & Improve Agree & Define Support & Restore Release & Control  <b>Singles:</b> Service Desk & Incident Management Service Level Management Release Management Problem Management IT Service Continuity Management Financial Management Configuration Management Change Management Capacity Management Availability Management	3.5 3.5 3.5 3.5  2 2 2 2 2 2 2 2 2	Holders of 12 credits or more are eligible for the V3 Managers Bridge and Managing Across the Lifecycle, leading to ITIL Expert Certification	5

V1 / V2 Certification	Credit	Bridge Certification	Bridge Credit
<b>V2 ITIL Service Manager</b> V1 ITIL Service Manager V2 ITIL Service Manager	17 17	V3 Manager Bridge leading to ITIL Expert Certification	5

## V2 to V3 Bridging options

Figure 4 – V2 and V3 credit assignment



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## Foundation level

Candidates who wish to obtain a V3 Foundation level certificate and who are currently in possession of a valid V2 foundation certificate can select from two options:

1. Successfully pass the V3 ITIL Foundation Certificate in IT Service Management Examination  
OR
2. Successfully pass the V2 – V3 ITIL Foundation Bridge exam

There is mandatory accredited course attendance for this examination.

## V2 Practitioner level

A number of V2 Practitioner courses are currently available. Under the Qualification Scheme, the V2 Practitioner qualifications have been evaluated and assigned certain credits.

The potential possible combinations of current V2 Practitioner certifications by any candidate are numerous and are not possible to describe in detail here, but a mapping exercise has been completed on the content areas between V2 and V3 Capability subject areas, the results of which should help candidates decide the most appropriate V3 Capability or Lifecycle modules to add to their individual or organization's portfolio.

It is likely that some candidates who hold one or more of the V2 Practitioner certifications will wish to use credits toward the ITIL Expert Certification.

The following options are available for those candidates:

1. Candidates who possess a minimum of 12 credits from V2 Practitioner (clustered or single) certifications, will be eligible for the V3 Managers Bridge and must achieve the following in order to be awarded the ITIL Expert Certification:
  - a. Complete the V3 Managers bridge course through an accredited training provider and successfully pass the V3 Managers Bridge exam

AND

  - b. Attend the V3 Managing Across the Lifecycle course through an accredited training provider and successfully pass the exam

2. Candidates who possess less than 12 credits from V2 Practitioner (clustered or single) certifications, must:

- a. Complete a balanced selection of accredited V3 Service Capability or Service Lifecycle modules from an accredited training provider and successfully pass the module exam(s) to attain 17 or more credits

OR

- b. Obtain additional credits by achieving additional V2 Practitioner certifications to attain 12 or more credits (under the V2 Scheme requirements, so long as the certifications remain publicly available) in order to become eligible for the V3 Managers Bridge Certificate (see Option 1)

AND

- c. Attend the V3 Managing Across the Lifecycle course through an accredited training provider and successfully pass the exam

It is also likely that some existing V2 Practitioner candidates will wish to proceed into the V3 Service Lifecycle or Capability stream to further enhance their learning.

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

## **V1 or V2 Service Manager**

Candidates who have achieved the V1 or V2 Service Manager certification can gain the V3 ITIL Expert certification by attending a V3 Manager Bridge course offered by a V3 Accredited Training Organization (ATO) AND successfully completing the Manager Bridge Examination.

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

This qualification will bridge the gap between the ITIL V1 or V2 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 Manager's Certificate in IT Service Management based on ITIL versions 1 and 2 and those V2 Practitioners who have accrued sufficient credits.

## Target Group

The target group of the ITIL Bridge Qualification: ITIL V3 Managers to ITIL V3 Expert

- Individuals who already hold the Manager's 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.

## Entry Criteria

This qualification is ONLY available to candidates who already hold the Manager's Certificate in IT Service Management or sufficient V2 Practitioner credits.

In order to benefit fully from the course, all candidates should read the ITIL Service Lifecycle Practices core guidance which includes:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement
- Introduction to the Service Lifecycle (Optional but recommended)

There is mandatory accredited course attendance for this examination.

### Format of the V3 Managers Bridge Module

Module credit Value	5
Course duration	At least 28 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
Personal Study	Candidates are expected to be familiar with the content of the five Service Lifecycle Core publications
Type	Twenty (20) question Scenario-based, complex multiple-choice examination. Structure - 10 Scenarios with 2 questions on each.
Duration	90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary
Prerequisite	Manager's Certificate in IT Service Management
Supervised	Yes
Open Book	No
Pass Score	80% (16 Of 20)
Distinction Score	No
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)

## **Evolving the Qualification Scheme**

One of the overall objectives of the V3 scheme is to evolve certifications as the market needs change. It is intended that additional certifications in the service capability and complementary guidance portfolio will be added over time after the market is in full adoption and use of the basic scheme.

Input will be sought by the Examination Institutes (EIs) through the Accredited Training Organizations (ATOs) and certifications will be reviewed on a bi-annual basis and changes managed through a Service Transition practice.