



ITIL® V3 Qualification Scheme

General Information

Contact IT Governance Ltd to book training
courses

www.itgovernance.co.uk/itil_training.aspx

Scheme Principles

- ✓ Must offer value to the career objectives of the student
- ✓ Allow innovation and flexibility for Course Providers
- ✓ Meets learning objectives and competency outcomes
- ✓ Blooms taxonomy for setting examination questions
- ✓ Contribute to the maturity of ITSM professionalism
- ✓ Responsive to evolving market demand
- ✓ Transitional upgrading strategy

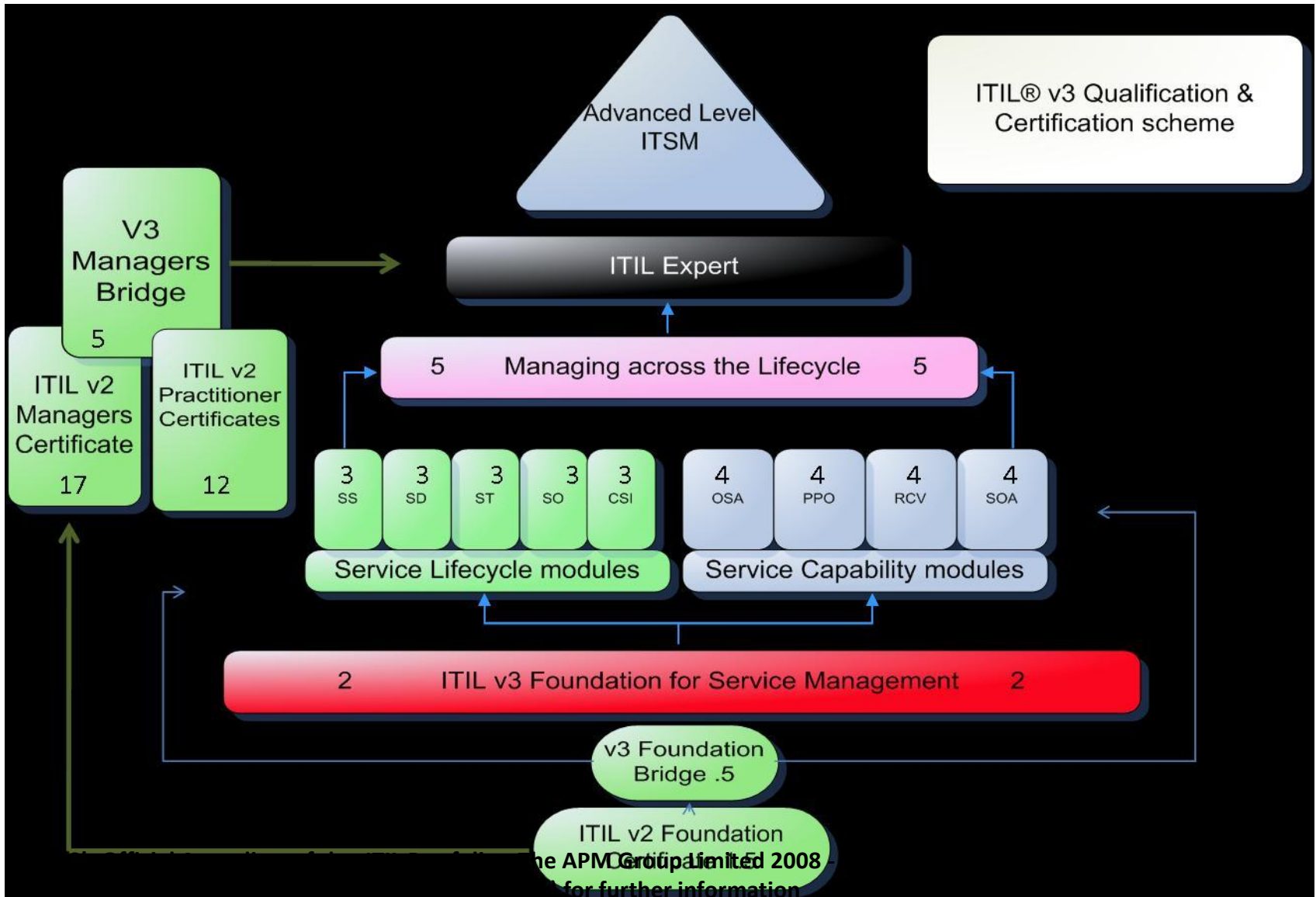
Delivery Objectives

- Modular design for flexible learning needs
- Modernized testing methods and format
- Expanded scope of education
- Greater choice of study options
 - Self study
 - Course attendance
 - Online courses
 - Self-paced learning
 - On demand examinations

Credit System

- Each V3 certification is assigned a numerical credit value
- The credit values across all levels can be accumulated
- Minimum twenty two (22) to achieve the ITIL Expert level
- Once the Expert level is achieved, a candidate can pursue the Advanced level certifications.

Scheme Structure



Foundation Qualification

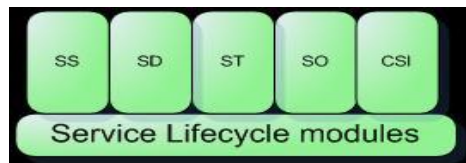
- V3 Foundation certificate
 - 2.5 day course
 - 40 question simple multiple choice exam 65% pass
 - Self study option
 - Companion Study Aid publication
 - Covers all stages in the Service Lifecycle
 - Awareness and concept understanding (Bloom level 1 & 2)
 - No prerequisite required
- 26000 trained to date – 84% Avg pass rate
- Continual Improvement annual review cycle

Intermediate Qualifications

Dual Stream

Service Lifecycle

- Lifecycle management focused
- Based on each lifecycle phase
- Individual module certification
- 21 hours for each module
- Complex, gradient scenario MC based exam
- 90 minute exam - 70% pass
- Course based classroom or virtual study
- Foundation certificate prerequisite



Service Capability

- Process focused
- Practice area process clusters
- Individual module certification
- 30 hours for each module
- Complex, gradient scenario MC based exam
- 90 minute exam - 70% pass
- Course based classroom or virtual study
- Foundation certificate prerequisite



Service Lifecycle Module Structure

- Introduction to lifecycle phase
- Principles, processes & related activities
- Organization & technology
- Implementation
- Directed studies & Examination preparation
- 3 credits awarded for certification

Service Capability Module Structure

- Introduction to ITSM and the lifecycle
- Detailed process study within cluster grouping
- Implementation & technology

Operational Support & Analysis	Planning Protection & Optimization	Release Control & Validation	Service Offerings & Agreements
•Event	•Capacity	•Change	•Portfolio
•Incident	•Availability	•Release & Deployment	•Service Level
•Request	•Continuity	•Validation & Testing	•Catalogue
•Problem	•Security	•Service asset & Config	•Demand
•Access	•Demand	•Knowledge	•Supplier
•Service Desk	•Risk	•Request	•Financial
•Technical		•Service Evaluation	
•IT Ops			
•Application			

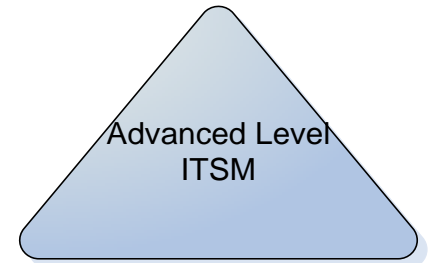
Managing Across the Lifecycle

- Capstone for lifecycle and capability
- Topic based curriculum
 - Planning & Implementation; projects; framework integration; organizational strategies; strategic change; risk management
- Foundation + Lifecycle or Capability certification prerequisite (17 Credits required)
- Complex gradient exam – Bloom 5 level of difficulty
- Leads to ITIL SM Expert certification

ITIL Advanced Service Management

Candidates are required to have achieved the ITIL Service Management Expert certification and demonstrate practical application experience through a peer evaluation scheme.

- 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 attempting to achieve Advanced level standing are required to have a minimum of eight years of ITSM experience and 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

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

V2 – V3 Bridge Certifications

- V3 Foundation Bridge
 - 1 day course
 - Course based study
 - 20 question simple multiple choice 65% pass
 - Coverage of V3 content only
 - V2 Foundation Certificate is the prerequisite
- V3 Manager Bridge
 - 28 contact hours
 - Course based study
 - 20 question complex MC scenario 80%pass
 - V2 Manager certificate or 12 V2 Practitioner credits is the prerequisite
 - Leads to ITIL Expert certificate

Trainer Qualifications

- Minimum - Must hold the certification of module before teaching
- Preferred – ITIL Expert Certification
- Must have ITSM industry and training experience
- Must be accredited by an accredited Training Organization

Qualification module launch dates

June 2007

*Foundation for IT Service
Management*

August 2007

V3 Foundation Bridge

February 2008

V3 Manager Bridge

October 1, 2008

Service Lifecycle Modules:

- Service Transition
- Service Operation

Service Capability Modules:

- Service Offerings & Agreements
- Operational Support & Analysis
- Release, Control & Validation

January 1, 2009

Service Lifecycle Modules:

- Service Strategy
- Service Design
- Continual Service Improvement
- Managing Across the Lifecycle

Service Capability Modules:

- Planning, Protection & Optimization



Questions??

- IT Governance Training Consultants
 - Tel + 44 (0)845 070 1750
 - servicecentre@itgovernance.co.uk

Comprehensive nationwide classroom training:

- [Http://www.itgovernance.co.uk/ITIL course directory.aspx](http://www.itgovernance.co.uk/ITIL_course_directory.aspx)

Distance learning & computer-based training

- <http://www.itgovernance.co.uk/catalog/51>