



ITIL® Service Management Practices
V3 Qualifications Scheme

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1. Scope and purpose of document

1.1. Synopsis

The purpose of this document is to inform all parties interested in ITIL qualifications of the rules and guidelines of the official ITIL qualification scheme.

The document will outline the roles and responsibilities of all official parties within the ITIL Version 3 qualification scheme as well as the overarching principles and guidelines of the scheme.

1.2. Suggested reading

Potential examination candidates are advised to read sections 4, 6, 7, 9, 10, 11, 12, 13, 14 and 15 of this document.

Training providers who are interested in becoming officially recognized within the qualification scheme are advised to read sections 9, 10, 11 and 12 of this document and the ITIL ATO Scheme Brochure.

Examination Institutes seeking approval to administer the ITIL qualification scheme are advised to read this entire document and the ITIL Examination Institute Scheme Brochure.

2. ITIL Overview

2.1. What is ITIL?

ITIL is Best Practice IT Service Management which is used by many hundreds of organizations around the world. A whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting certification and qualification scheme.

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 reliable, high-quality IT services.

ITIL provides the foundation for quality IT Service Management through documented, proven processes that cover the entire Service Lifecycle. It is easy for organizations to learn, tailor and implement to suit their environment.

The widespread adoption of the ITIL guidance has encouraged organizations worldwide, both commercial and non-proprietary, to develop supporting products as part of a shared 'ITIL Philosophy'. The ITIL publications and supporting schemes are kept up to date with current best practice and changes within the marketplace through a regular review cycle to update content in collaboration with a wide range of international users and stakeholders in the IT service management community. ITIL Version 3 was formally released on 5th June 2007.

ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice).

2.2. What does 'official scheme' mean?

The term 'official scheme' refers to the rules documented in this brochure for the administration of the ITIL qualification scheme recognized and endorsed by Office of Government Commerce (OGC), their Official Accreditor for ITIL (APM Group), and all licensed Examination Institutes (details of which can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>). This is the only ITIL qualification scheme sanctioned by OGC, owners of ITIL, and administered by APM Group, OGC's Official Accreditor for ITIL.

There are many organizations claiming to offer ITIL qualifications and many publications claiming to be part of the official ITIL set which are not approved or recognized under the licensing scheme run by the Official Accreditor or published by The Stationery Office (TSO) the official Publisher on behalf of OGC.

This document outlines the roles of the organizations within the scheme and the rules of the scheme, with contact details and reference points for anyone wishing to check if a company is operating within the scheme.

Candidates are urged to ensure that when buying training or consulting services within the ITIL arena, they check that the organization delivering the service is recognized within the scheme (see section 7). Any organizations delivering services that are not accredited through one of the scheme partners may be operating illegally.

Training/consulting providers are urged to ensure they secure appropriate recognition from a recognized scheme member before delivering services within the ITIL arena. Delivery of services without such approval may be in breach of IPR, copyright and trademark laws and may result in legal action being taken.

2.3. Who is involved in the official scheme?

In 2006, OGC completed a re-tendering process to run ITIL accreditation services and the qualifications scheme, following which The APM Group became the Official Accreditor for ITIL. This has changed (effective as of 1st January 2007) the governance structure around the delivery of the ITIL qualifications and certification scheme which are shown on the diagram below. The roles of each body within the diagram are explained in full throughout sections 3 – 8 of this brochure.

3. About OGC

ITIL was originally developed by the UK government organization CCTA (Central Computer and Telecommunications Agency) which in 2000 was merged into the Office of Government Commerce (OGC) an office of HM Treasury.

OGC are the owners of several best practice products and

are committed to maintaining and improving the guidance, working with organizations internationally to develop and share business and practitioner guidance within a world-class best practice framework.

OGC have now established collaborative partnerships with two organizations to provide support for their ITIL portfolio. As the Official Accreditor APM Group provides accreditation services related to training, registration and the examination scheme. The Stationery Office (TSO) is the official publisher of all official ITIL library books. For further information on TSO please visit their website at www.tso.co.uk

OGC retain the rights to all IPR, copyright and trademarks relating to ITIL though permit APM Group to use this within certain contexts on the ITIL work. Their predominant role in the official scheme is one of ownership and stewardship of the ITIL library content and qualifications. APM Group chair the Qualifications Board (the steering committee made up of representatives from the community who make decisions about qualification policy) and ensure decisions made are to the benefit of both ITIL and users alike. OGC are responsible for initiating the consultation and update process to the official publications library, though they may outsource the management of this project to TSO.

4. About APM Group

APM Group are an international professional accreditation and certification body which is accredited to international standards by UKAS (United Kingdom Accreditation Service) which ensures the effectiveness, impartiality and quality of APM Group scheme administration services. APM Group run a wide variety of schemes throughout the professional disciplines such as Project Management and Change Management. APM Group have worked with OGC and their Best Practice Portfolio since 1996, successfully helping to make products such as PRINCE2™ an international standard. On 20th July 2006, APM Group also became OGC's Official Accreditor for ITIL and as of 1st January 2007 have been responsible for the monitoring and promotion of the official scheme for Examination Institutes, training, consulting and qualifications.

Within their role as the Official ITIL Accreditor, APM Group are responsible for setting the standards and syllabuses throughout the market which any delivering Examination Institute (EI) must adhere to as well as creating, maintaining and delivering the ITIL qualifications themselves. APM Group also promotes the awareness of the ITIL official scheme through a variety of international marketing activities, often in conjunction with OGC, TSO and itSMF. APM Group is also responsible for the successful operation of the ITIL Qualifications Board, further explained within section 5 of this brochure.

APM Group are also responsible for the accreditation and monitoring of any EI applying to the official scheme to run ITIL qualifications and to accredit training organizations.

In addition to ensuring the continuation of the official scheme, APM Group are also assisting OGC in protecting the IPR of ITIL, through the issue of agreed licenses on behalf of OGC to allow those training and consulting approved through an EI to use

the associated IPR and trademarks of ITIL.

5. About the ITIL Qualifications Board

As the Official Accreditor, APM Group are responsible for running the ITIL Qualifications Board.

The Board includes representatives from all interested parties within the community from around the world. Members of the Board include (though are not limited to) representatives from OGC, APM Group, TSO, V3 Examination Panel, EIs and itSMF International as the recognized user group.

The Qualifications Board act as a steering committee for the official scheme, ratifying any decisions made relating to those which are accredited, as well as changes to standards and syllabuses proposed by APM Group as the Official Accreditor.

The Board will also be available to consider any complaints escalated to this forum regarding any accredited member of the official scheme and to advise on an appropriate course of action in relation to that complaint, leading ultimately to suspension or withdrawal of accreditation.

The Board operates in accordance with the following terms of reference: -

5.1. Functions

The main functions of the ITIL Qualifications Board are to: -

- Provide advice on the certification of training organizations, individual trainers and examination candidates
- Provide advice on the technical basis for granting certification (qualifications) i.e. the standards for certification set in accordance with the ITIL framework
- Safeguard impartiality on the part of APM Group in its certificating activities
- Consider appeals by candidates against results awarded for the ITIL Qualifications after the EIs appeals procedures and the Accreditor's procedures have been exhausted.
- In conjunction with APM Group, appoint a Chief Examiner and review such appointment on a regular basis
- Request, receive and consider reports from the ITIL Qualifications Panel at occasional intervals, as may be appropriate to the working of the ITIL Qualifications Board

5.2. Working practices

The working practices of the ITIL Qualifications Board are as follows: -

- Meetings will take place at least 4 times each year
- Any five members of the ITIL Qualifications Board will constitute a quorum
- A Chairman will be elected from those present in the absence of the Chairman and the Deputy Chairman
- APM Group are responsible for convening meetings, the circulation of ITIL Qualifications Board papers and drafting of minutes. Full minutes of each meeting will be taken and distributed by APM Group to the full ITIL Qualifications Board
- In the event of disagreement, decisions can be reached by

voting. Each member of the ITIL Qualifications Board has a single vote and the views of the majority will prevail. If an organisation is represented by more than one person, that will be limited to one vote. The Chairman can use an additional casting vote only in extremis if warranted by the situation

- In any instance where a decision of the ITIL Qualifications Board is reached through a voting process, the number of votes cast "for" and "against" will be recorded

6. About Examination Institutes

APM Group as the Official Accreditor is authorized to license EIs to administer ITIL qualification and accreditation activities. APM Group will also use their international offices to act as an EI to deliver the scheme to the market place in the form of training and consulting accreditation and the delivery of qualifications.

All organizations approved by APM Group as EIs will be audited by independent auditors appointed by APM Group in accordance with the principles of international best practice standards. APM Group will also submit their EI to this audit process. If the systems used by the applicant organizations are found to be in line with these guidelines, they will be granted permission to administer the official 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 not permitted to complete any of the following activities: -

- Amend approved ITIL syllabuses
- Develop their own ITIL qualifications
- Develop products which may be perceived by the market as competition to those within the official ITIL scheme
- Offer training or consulting in ITIL in competition with those organizations they approve to do this
- Make any amendments to the pass mark agreed by the Qualification Board
- Authorize the use of intellectual property and/or issue trademark licenses to their approved organizations directly
- Outsource the running of their ITIL activities to any third party, except where delivery agents are appointed and have been agreed with the Official Accreditor
- Sub-license or grant any rights associated with the use of OGC Trade Marks, Crown copyright or other ITIL related intellectual property

Under the contracts signed with APM Group, EIs are allowed to complete 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.

Any EI can operate internationally.

Further information about becoming an EI can be found in ITIL V3 Examination Institute Scheme Brochure.

7. About Accredited Training Organizations

Accredited Training Organizations (ATOs) sometimes known as Accredited Course Providers (ACPs) are companies who have been assessed and approved by an EI to run officially accredited training courses and administer examinations in ITIL.

As part of their assessment these accredited organizations must submit:

- Their QMS (Quality Management Systems) detailing their processes for administration of the training courses and examinations
- The course material they utilize during training ITIL candidates for the examinations and
- Their trainers for assessment by an EI

Following approval by an EI, ATOs are granted a licence by APM Group as the Official Accreditor to use the relevant OGC owned IPR and trademarks relating to ITIL.

8. About the ITIL user group

itSMF International is the not-for-profit user and vendor group for the ITIL community. With chapters in over 45 countries, they are able to provide local support to those individuals and organizations using and implementing ITIL while adhering to the over-arching guidelines from the central international group.

itSMF International are recognized as an integral part of the ITIL community and as such are a collaborative partner to the ITIL official scheme and participate in the Qualifications Board.

9. About ITIL V3 Examinations

9.1. Overview

The ITIL core publications were last updated and released on 5th June 2007. This release has been referred to as Version 3 and along with the appointment of the Official Accreditor in July 2006, has led to changes in the ITIL Qualification structure, as well as the administration of the ITIL official qualification scheme.

With the introduction of the new examinations, APM Group as the Official Accreditor has made some changes to the qualification scheme.

The sections below highlight the main changes in the Version 3 qualifications:-

9.1.1. Syllabuses

APM Group develops and maintains all the ITIL syllabuses for use by all Examination Institutes (EIs). EIs are not permitted to amend or develop ITIL syllabuses or qualifications. APM Group have an international group of ITIL experts to produce, update and maintain the syllabuses for all ITIL qualifications.

These syllabuses are subject to sign off by the ITIL Qualifications Board and will then be released for use by any EI that is approved to run the official ITIL qualifications.

9.1.2. Examination questions

APM Group use the same group of international ITIL experts that develop the syllabuses to lead on the creation of ITIL examination questions. APM Group maintain and update these questions on a frequent basis in the light of the feedback received from ATOs and candidates.

APM Group are responsible for the official examination questions and license them to EIs approved to run the official scheme.

9.1.3. Examination format

Due to the changes in the structure of the core ITIL library, the style and format of the qualification levels and papers have also changed. The changes have been made to harmonize the qualifications available through the EIs to ensure an equal standard of competency, as well as better reflect the Lifecycle based structure of Version 3.

10. The ITIL V3 Qualifications Scheme

10.1. Overview

The purpose of the ITIL V3 Qualifications Scheme is to ensure that relevant and timely certifications are available to support the formalized learning requirements of individuals and organizations related to the ITIL Service Management Practices. The design principles of the scheme specify that every accredited qualification must:

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

10.2. Design

The V3 Qualifications Scheme is aligned 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 syllabuses.

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.

10.3. Scheme Structure

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

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

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

10.4. 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 Qualifications Scheme (Awareness)

10.4.1. 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.

Module Credit Value	2
Personal Study	No recommendations for Personal Study
Course Duration	Equivalent of 16.25 hours of 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
Exam 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
Prerequisites	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 Institutes Public Exam Scheme
Class size	Maximum ratio of 25 students to one trainer

10.5. Intermediate Level

The Intermediate Level 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. The 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

10.5.1. 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 Master 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

The Intermediate Level 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.

10.5.2. Service Lifecycle Modules

The Service Lifecycle series is focused on each stage of the Lifecycle and syllabuses 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 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 expose 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.

10.5.2.1. Eligibility for Lifecycle Modules examinations

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.

10.5.2.2. Format of the Lifecycle Module Examinations

Module Credit Value	3
Personal Study	21 hours of recommended Personal Study
Course Duration	At least 21 hours of 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.
Exam Type	8 Complex Multiple choice, scenario based questions
Exam 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
Prerequisites	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	70%
Distinction Score	TBC
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is correct and will receive the most marks One option is partially correct and will receive slightly fewer marks than the correct option One option is the least correct and will receive the fewest marks One option is incorrect and will receive no marks
Delivery	Examination can be Paper Based or online from an ATO or directly via an Examination Institutes Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)
Class size	Maximum ratio of 12 students to one trainer

10.5.3. 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 Fulfilment
- Service Evaluation

Operational Support and Analysis

- Event Management

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

10.5.3.1. Format of the Service Capability Modules

Module Credit Value	4
Personal Study	12 hours of recommended Personal Study
Course Duration	At least 30 hours of 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.
Exam Type	8 Complex Multiple choice, scenario based questions
Exam 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
Prerequisites	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	70%
Distinction Score	TBC
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is correct and will receive the most marks One option is partially correct and will receive slightly fewer marks than the correct option One option is the least correct and will receive the fewest marks One option is incorrect and will receive no marks
Delivery	Examination can be Paper Based or online from an ATO or directly via an Examination Institutes Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)
Class size	Maximum ratio of 12 students to one trainer

10.6. 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 and 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

10.6.1. Format of the Managing Across the Lifecycle Module

Module Credit Value	5
Personal Study	28 hours of recommended Personal Study
Course Duration	At least 30 hours of 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.
Exam Type	Complex Multiple choice, multi-part, scenario based questions
Exam 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
Prerequisites	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 3. A minimum of 17 credits
Supervised	Yes
Open Book	No
Pass Score	70%
Distinction Score	TBC
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is 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 Paper Based or online 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)
Class size	Maximum ratio of 12 students to one trainer

The ITIL® Accreditation Framework

as from January 2011

Responsibilities

The UK's Office of Government Commerce (OGC) manages the ITIL® portfolio on behalf of the UK government, which owns the intellectual property rights in the ITIL® content and data

The APM Group are a certification body independently accredited by UKAS, a member of the International Accreditation Forum, Inc. This means that the APM Group have been judged against internationally recognized standards that demonstrate the competence, impartiality, and performance capability of their assessment processes

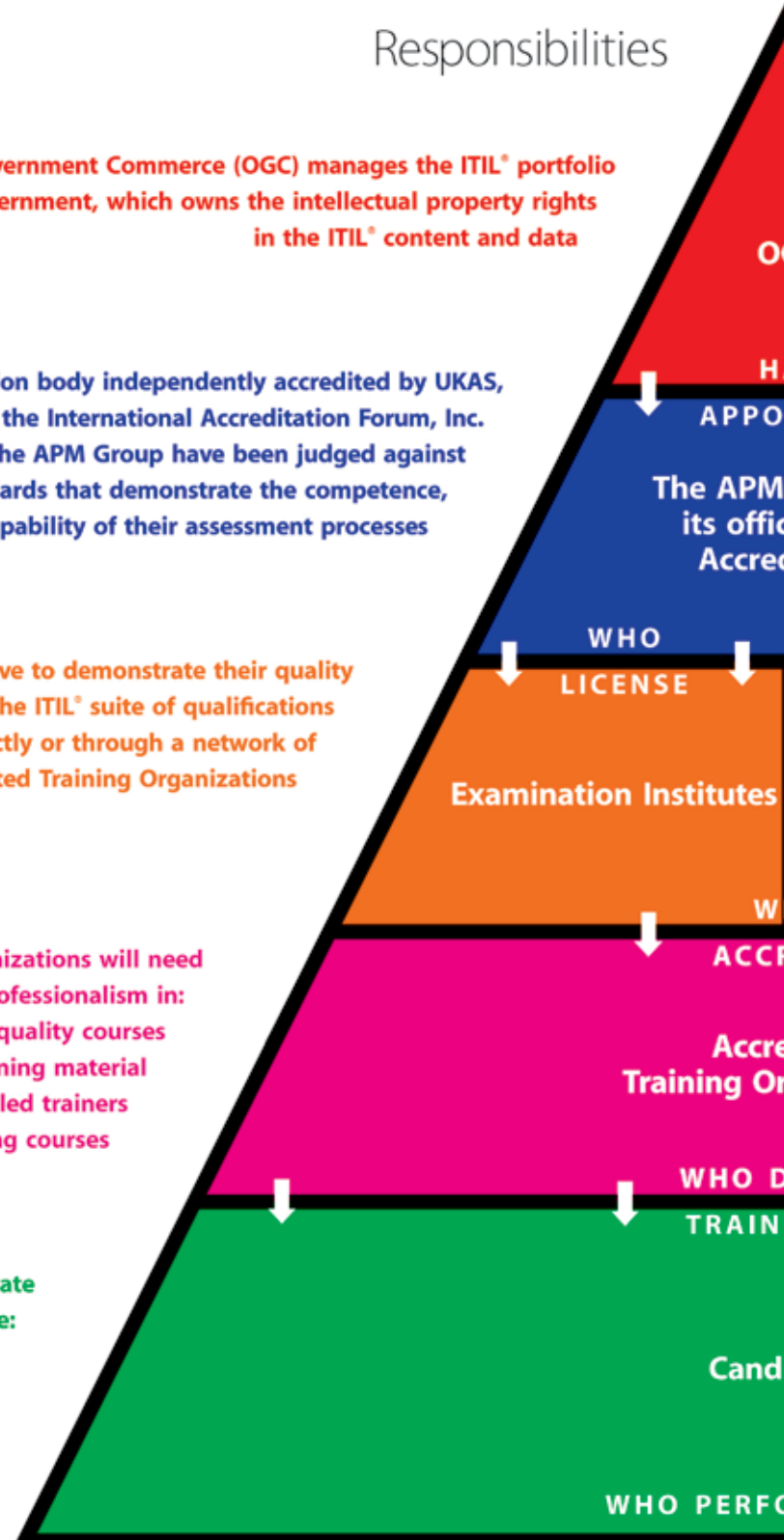
Examination Institutes have to demonstrate their quality and professionalism in offering the ITIL® suite of qualifications either directly or through a network of Accredited Training Organizations

Accredited Training Organizations will need to demonstrate their professionalism in:

- delivering engaging high-quality courses
- producing suitable training material
- training and developing skilled trainers
- selling and marketing courses

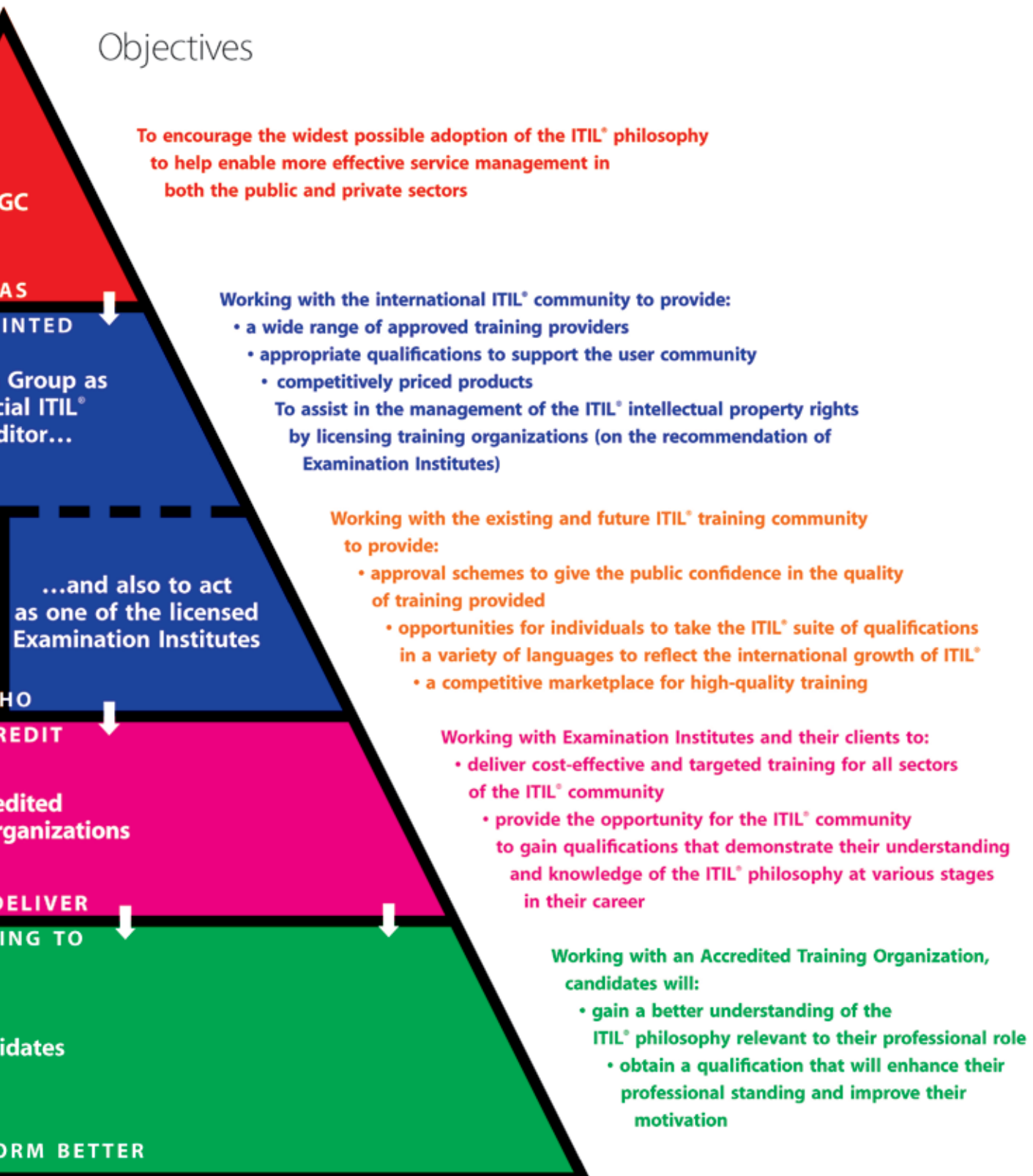
Candidates include both individuals and corporate purchasers of training, who may require:

- general training courses and/or briefings
- courses leading to one of the recognized qualifications



Audit Process

January 2007



is the official publisher of the OGC's ITIL®,
for the last seven years

To reach ITIL Expert level 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.

NOTE: 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.

10.7. ITIL Expert in IT Service Management 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 (2) of which must be from the Foundation module which is a mandatory first step, and five (5) 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 ITIL Master 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.

10.8. ITIL Master Level (In Development)

The details provided in this section are subject to change and are presented for information only.

Candidates for the ITIL Master Level will be 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 an organization for audit and certification
- Preparing to become and ITSM consultant and/or an ITIL trainer

In addition, candidates wishing to achieve ITIL Master Level standing are likely to require a minimum of eight years of ITSM experience and to have achieved the ITIL Expert certification.

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

Testing methods may include:

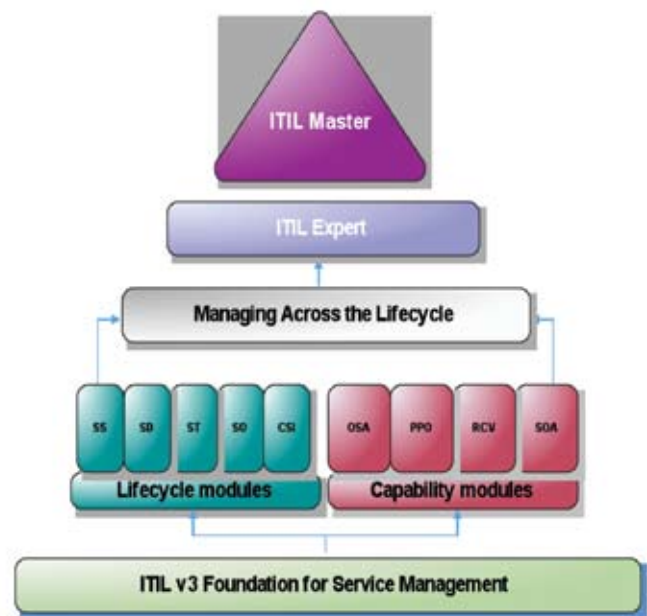
- Standardized case studies
- Open book written exams
- Combination of multiple choice, short question and essay-type questions
- Defensive thesis
- Simulations

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

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

It is expected that in future, the ITIL Master 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 Master Level certification scheme may elect to recognize a candidates standing with these types of bodies as a credit towards eligibility.

Fig 1 – V3 Qualifications Scheme Structure



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11. V3 Qualifications 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 Qualifications 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 Qualifications Scheme in use at that time.

11.1. 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 ITIL Master Level certification, which is currently in development.

Credits are assigned as follows:

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

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

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.

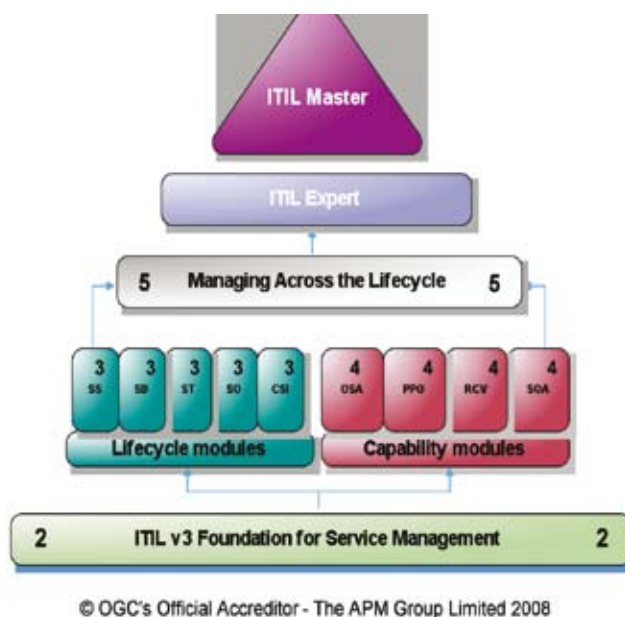
11.2. Pre-requisites

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

11.2.1. Foundation level

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

Figure 2 – V3 credit assignment



11.2.2. Service Lifecycle Modules

- V3 ITIL Foundation Certificate in IT Service Management required or V2 to V3 bridging equivalent (2 credits)

AND

- Completion of intermediate module course(s) from a V3 Accredited Training Organization (ATO)

11.2.3. Service Capability Modules

- V3 ITIL Foundation Certificate in IT Service Management required or V2 to V3 bridging equivalent (2 credits)

AND

- Completion of intermediate module course(s) from a V3 Accredited Training Organization (ATO)

11.2.4. Managing Across the Lifecycle Module

- V3 ITIL Foundation Certificate in IT Service Management required to V2 to V3 bridging equivalent (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)

11.2.5. Master Level Qualification

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

11.3. Selecting Modules to Achieve ITIL Expert Certification

11.3. Selecting Modules to Achieve ITIL Expert Certification

The V3 Qualifications Scheme offers a range of modules across the three levels of learning to meet a variety of individual or organizational learning objectives. Examinand candidates meet prerequisites for any syllabus and examination, they can select

from the various modules depending upon their learning needs.

The V3 Qualifications Scheme requires that all candidates wishing to achieve the ITIL Expert or Master Level certification, 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:

12. Bridging From Existing V1 or V2 Certifications

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

12.1. Credit values for existing certifications

All certifications must have been acquired from the following Accredited Examination Institutes. For a full list see <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>.

The following information was correct at 1st July 2008:

- Examination Institute for Information Science (EXIN)
- BCSISEB
- Loyalist Certification Services (LCS)

- APMG – Examination Institute
- DANSK IT
- DF Certifying (DFC)

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

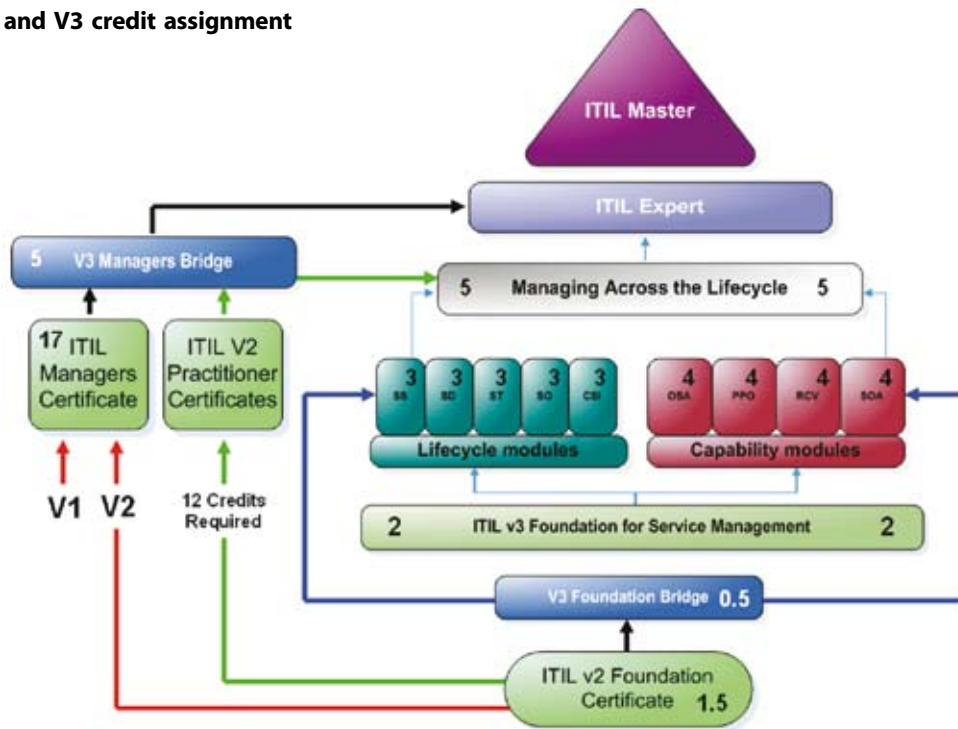
12.2. V2 to V3 Bridging options

V1/V2 Certification	Credit	Bridge Certification	Bridge Credit
V2 ITIL Foundation	1.5	V2 – V3 Foundation Bridge	0.5
V2 ITIL Practitioner Clusters:			
Plan & Improve	3.5		
Agree & Define	3.5		
Support & Restore	3.5		
Release & Control	3.5		
Singles:		Holders of 12 credits or more are eligible for the V3 Managers Bridge and Managing Across the Lifecycle, leading to ITIL Expert Certification	5
Service Desk & Incident Management	2		
Service Level Management	2		
Release Management	2		
Problem Management	2		
IT Service Continuity Management	2		
Financial Management	2		
Configuration Management	2		
Change Management	2		
Capacity Management	2		
Availability Management	2		
ITIL Service Manager		V3 Manager Bridge leading to ITIL Expert Certification	5
V1 ITIL Service Manager	17		
V2 ITIL Service Manager	17		

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

Figure 4 – V2 and V3 credit assignment



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12.2.1. Foundation level

Candidates who wish to obtain a V3 Foundation level of knowledge 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

12.2.1.1 V2 – V3 ITIL Foundation Bridge

Candidates who have achieved the V2 Foundation certification can gain a V3 foundation level of knowledge by attending a V2- V3 Foundation Bridge course offered by a V3 Accredited Training Organization (ATO) AND successfully completing the V2 – V3 Foundation Bridge Examination.

12.2.1.2 Target Group

The Foundation Bridge 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.

The Foundation Bridge course is targeted at existing holders of ITIL Foundation Certificates from earlier ITIL versions who want knowledge and understanding of the new content of ITIL version 3.

12.2.1.3 Entry Criteria

Candidates shall fulfil the following requirements:

- Attend a Foundation Bridge course through 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 from earlier ITIL versions

There is mandatory accredited course attendance for this examination.

12.2.1.4 Format of the V2-V3 Foundation Bridge

Module Credit Value	0.5
Personal Study	No recommendations for Personal Study
Course Duration	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. The recommended number of study hours is 6 hours and 30 minutes plus the test. Training can be delivered via 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, 20 questions.
Exam Duration	Maximum 30 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 40 minutes and are allowed the use of a dictionary
Prerequisites	Foundation Certificate from earlier ITIL versions
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 (proof of attendance at an accredited training course will be required prior to taking the exam).
Class size	Maximum ratio of 25 students to one trainer

12.3. V2 Practitioner level

A number of V2 Practitioner courses are currently available. Under the Qualifications 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:
Complete the V3 Managers Bridge course through an Accredited Training Organisation (ATO) and successfully pass the V3 Managers Bridge exam

AND

Attend the V3 Managing Across the Lifecycle course through an ATO and successfully pass the exam

2. Candidates who possess less than 12 credits from V2 Practitioner (clustered or single) certifications, must:
 - a. Complete the V2-V3 Foundation Bridge course and examination through an Accredited Training Organisation (ATO) OR complete the V3 Foundation Certificate in IT Service Management

AND

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

Attend the V3 Managing Across the Lifecycle course through an ATO 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.

12.4. 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 Managers Certificate in IT Service Management based on ITIL Versions 1 or 2 and those V2 Practitioners who have accrued sufficient credits.

12.4.1. Target Group

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

- Individuals who already hold the Managers 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

12.4.2. Entry Criteria

This qualification is ONLY available to candidates who already hold the Managers 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.

12.4.3. Format of the V3 Managers Bridge Module

Module Credit Value	5
Personal Study	Candidates are expected to be familiar with the content of the five Service Lifecycle core publications
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.
Exam Type	Twenty (20) question Scenario-based, complex multiple-choice examination.
Exam 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
Prerequisites	V1 or V2 Managers Certificate in IT Service Management
Supervised	Yes
Open Book	No
Pass Score	80% (16 of 20)
Distinction Score	None
Marking Method	Only one option can be correct and will be awarded a mark. The remaining 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 (proof of attendance at an Accredited training course will be required prior to taking the exam).
Class size	Maximum ratio of 12 students to one trainer

13. What qualifications are available?

There are currently three examinations within the official ITIL V3 scheme available to candidates, which are -

- The ITIL Foundation Certificate in IT Service Management
- V2-V3 Foundation Bridge Certificate
- V3 Managers Bridge Certificate

When attending a training course, candidates should check that their chosen training provider has been accredited by one of the ITIL Examination Institutes to ensure quality delivery and official examinations.

13.1. Generic examination rules

The following rules are applicable to all examination levels and should be read by any candidate wishing to take one or more of the qualifications.

13.1.1. Examination provision

All accredited Examination Institutes are authorized to provide official ITIL qualifications. A current list of accredited Examination Institutes can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>

Examinations can be delivered either via ATOs or where applicable, directly to candidates at public examination sessions. Where examinations are taken through an ATO, they will order the examinations from their EI and organize the administration of the examinations to their candidates for a fee, usually following a training course.

Where examinations are taken at a public sitting, candidates can book through an EI, authorized examination centre or ATO and attend the examinations at their chosen time and venue from those published by the EI, authorized examination centre or ATO.

Some of the ITIL examinations are available in both paper and electronic format. Where a candidate has a preference as to the delivery format of the qualification they wish to sit, they should register this at the time they book the examination to ensure their expectations are met.

To validate a certification decision following an examination, details of all examinations and candidates must be submitted to the Official Accreditor. Successful examination candidates may have their achievement published on the Accreditor's Successful Candidate Register. To publish this information the candidate must provide their permission at the time of examination in accordance with the EIs procedure and relevant data protections laws.

13.2. Competition

ATOs have a choice of EI, therefore EIs will publish their own rules regarding the following areas of scheme operation: -

- Rules for the accreditation of ATOs, trainers and course materials
- Fees for accreditation scheme and examinations
- Invigilation/Proctoring of examinations
- Issue and timing of results
- Issue and timing of certificates
- Appeals process
- Complaints process
- Data Protection Policy
- Discrimination Policy

It should be noted however, that while EIs are permitted to compete with each other on the areas of scheme delivery outlined above, they must satisfy over-arching scheme principles in order for them to be accredited. EIs are not permitted to act in such a manner as to bring the official ITIL scheme into disrepute.

13.3. Appeals and complaints

All EIs have their own individual processes for appeals against accreditation or certification decisions as well as complaints against them or an ATO they accredit. Candidates should use this procedure in the first instance.

However, should a candidate be dissatisfied by the processing or result of an appeal or complaint they make through their EI, they have the right to escalate this to OGC's Official Accreditor The APM Group Ltd.

Candidates who wish to escalate a concern to the Official Accreditor should contact APM Group for further details. If necessary APM Group may take the appeal or complaint to the ITIL Qualifications Board for consideration and resolution (APM Group co-ordinate and chair the ITIL Qualifications Board in their role as Official Accreditor.) In this instance APM Group will submit the issue or complaint to the next meeting of the ITIL Qualifications Board and ensure feedback is provided in a timely fashion after the meeting.

14. Examination translation

APM Group will liaise with itsSMF International to find suitable ITIL experts to translate the qualifications into key languages for the use of training organizations and EIs.

APM Group will contract directly with those individuals to ensure that qualifications are available and are maintained and updated in line with the master question library.

Up to date details of all currently available languages can be viewed at <http://www.itil-officialsite.com/Qualifications/ITILV3QualificationScheme.asp>

15. What happens to candidates holding current ITIL qualifications?

Those candidates who have already gained an ITIL qualification and hold certificates at V2 Foundation, Practitioner and/or Service Manager level will still have their qualifications recognized.

16. Glossary of Terms

ACP	Accredited Course Provider	Alternative name for Accredited Training Organization (ATO)
ATO	Accredited Training Organization	Organization approved by an Examination Institute (EI) to run training courses leading to ITIL qualifications
APMG	APM Group Limited	Partner to OGC and contracted as OGC's Official Accreditor for the ITIL qualification and accreditation scheme trading as APM Group. Also operate as an EI trading under APMG.
EI	Examination Institute	Organization approved by APM Group to administer the assessment of course accreditation for ATOs and delivery of ITIL examinations to the market place.
ITIL	IT Infrastructure Library	The core OGC owned publications from TSO on which the ITIL official scheme is based
itsMFI	IT Service Management Forum International	The international, independent membership organization which acts as a user group for those within the ITIL market
OGC	Office of Government Commerce	A UK government department (formally CCTA) who developed and owns the ITIL publications and official scheme
OPSI	Office of Public Sector Information	The UK government department responsible for managing Crown Copyright
TSO	The Stationery Office	OGCs official publishing partner responsible for the publication and distributions of the ITIL core library
QMS	Quality Management Systems	Details of the organization, including all processes, procedures and policies.

17. Contact Details

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itSMF International

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A full and current list of Examination Institutes can be found at <http://www.itiil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>

Examination Institutes as of 01 July 2008

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