

ITIL Version 3 Qualification Scheme

ITIL V3 Certifications

ITIL Version 3 introduces a system that enables an individual to gain credits. Once candidates have accumulated a sufficient number of credits they can be awarded the ITIL Service Management Expert qualification.

There are four levels within the new scheme namely:

- Foundation level,
- Two Intermediate levels,
- and an Expert level.

To achieve the qualification, Candidates must achieve 22 credits, two of which can be gained at Foundation level.

ITIL® Foundation Certificate in IT Service Management (3 days)

The purpose of the Foundation certificate is to certify that the candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of the ITIL practices for Service Management.

As released by APMG in May 2008. Please note that details of the scheme are still under consideration and may be changed. Contact Lucid IT (info@lucidit.com) for further information.

ITIL® Service Management Expert

The new intermediate level is a dual stream modular certification series. The **lifecycle** stream is built around the five core ITIL books: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement.

The **capability** stream consists of four clusters:

- Operational Support & Analysis,
- Planning, Protection & Optimisation,
- Service Offerings & Agreements,
- Release, Control & Validate.

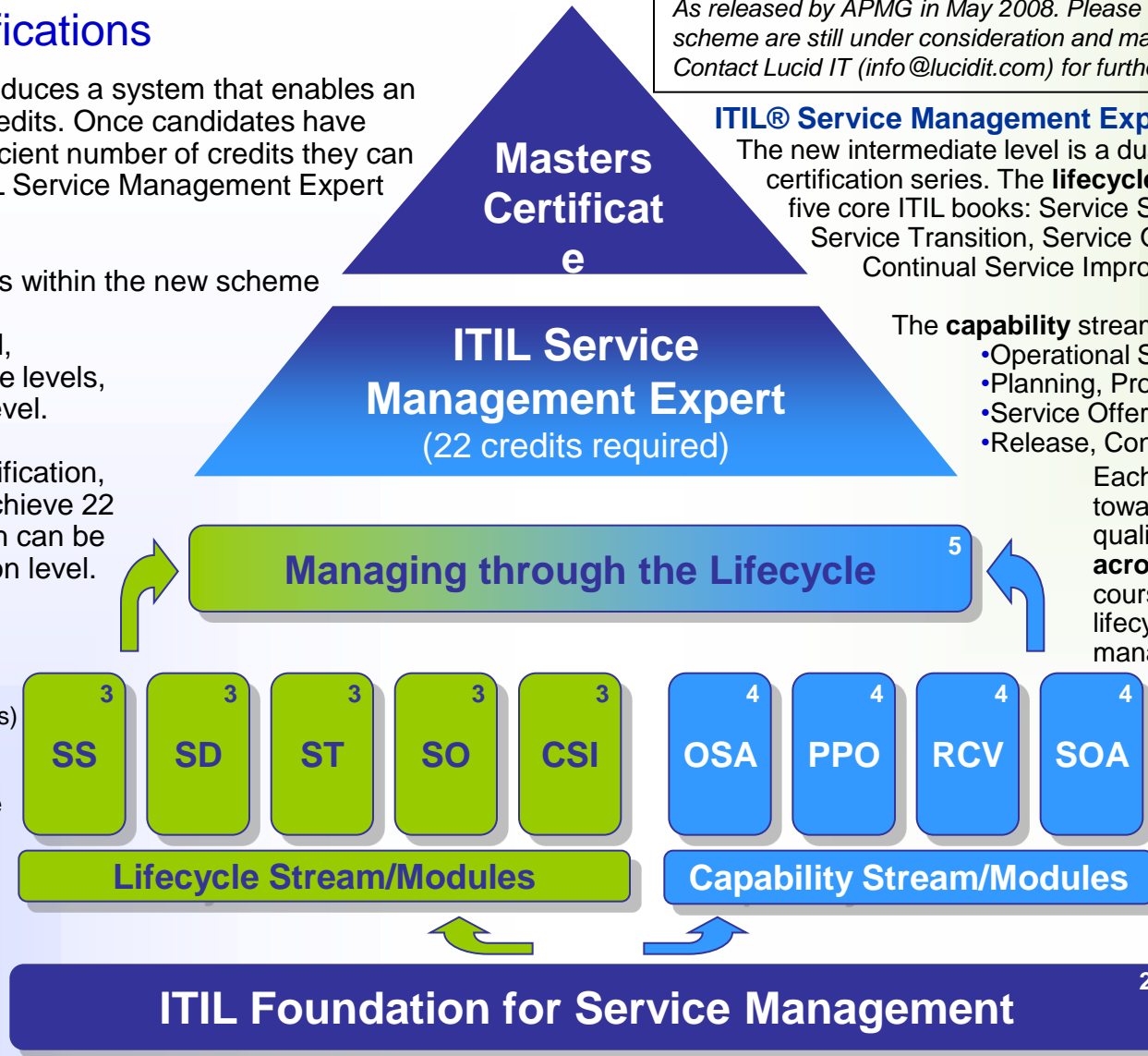
Each unit gives credits towards the Expert qualification. The **'Managing across the Lifecycle'** course brings together the lifecycle approach to service management.

These courses are introduced from Q4 2008.

Masters Level

The Masters Level will lead to a professional Certification. Candidates are required to demonstrate practical experience through a peer evaluation scheme.

This higher qualification has not been developed at this stage.



ITIL Version 2 Bridging Scheme

APMG recommends that candidates discuss their current qualifications with their Accredited Training Organisations to establish how many credits they hold and their options for accreditation.

ITIL V3 Certifications

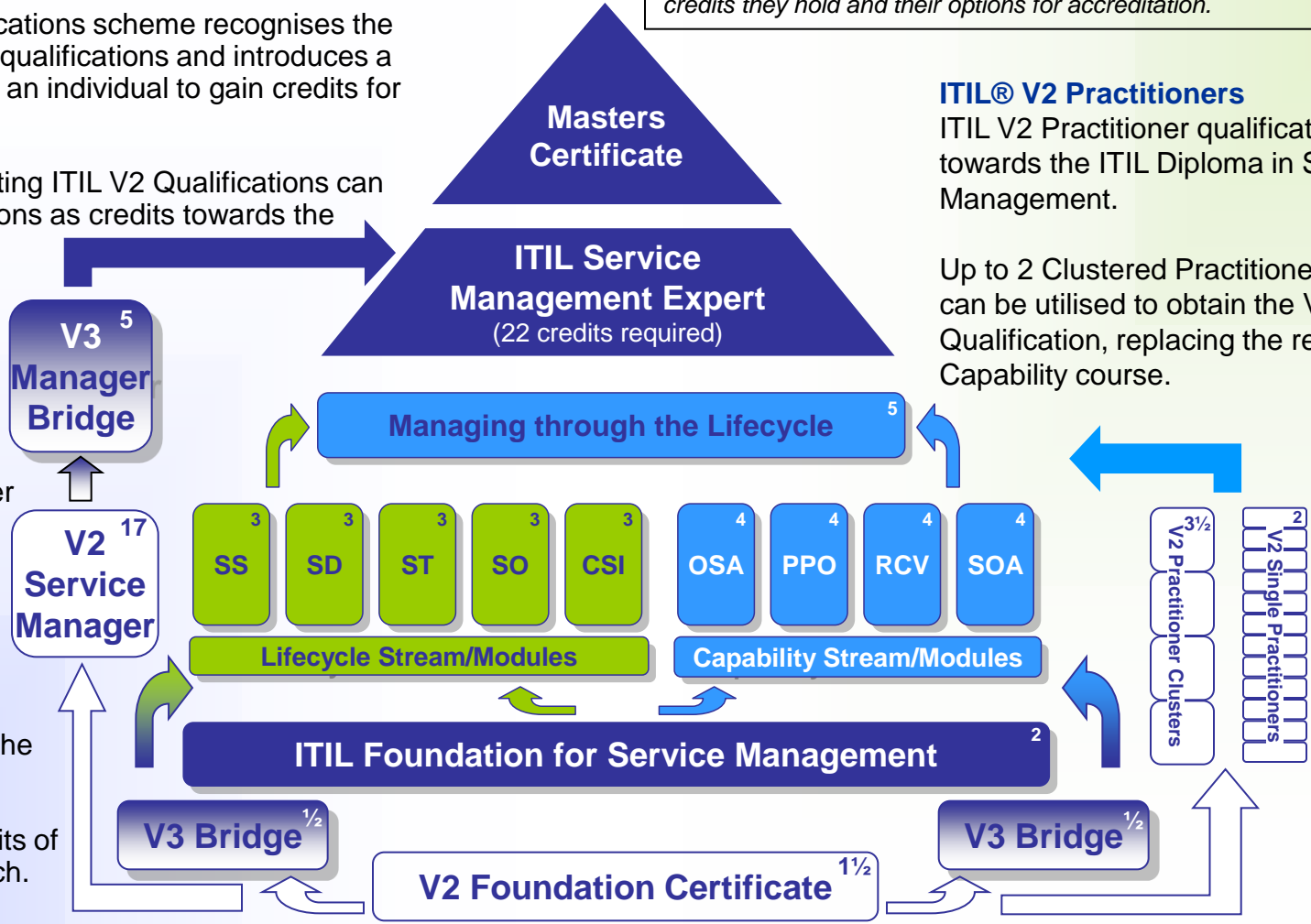
The new ITIL qualifications scheme recognises the value of existing V2 qualifications and introduces a system that enables an individual to gain credits for ITIL V2 courses.

Individuals with existing ITIL V2 Qualifications can use those qualifications as credits towards the **ITIL® Service Management Expert** qualification.

ITIL® V2 Service Managers

Any ITIL V2 Manager who wishes to gain the V3 Expert qualification can take a bridging course and pass an examination.

This course covers the new concepts within ITIL V3 and fully integrates the benefits of the lifecycle approach.



ITIL® V2 Practitioners

ITIL V2 Practitioner qualifications count towards the ITIL Diploma in Service Management.

Up to 2 Clustered Practitioners courses can be utilised to obtain the V3 Expert Qualification, replacing the relevant Capability course.

ITIL® Foundation Certificate in IT Service Management

There is a specific one day bridging course at Foundation level, which covers the differences between V2 and V3 and allows someone to take an exam to demonstrate their understanding of the ITIL V3 approach.