

ITIL TRAINING

ITIL Qualifications are available at four levels, with each certificate carrying credits towards the advanced level qualifications. In addition, credits are also awarded towards the ITIL Expert Level for qualifications held from previous versions of ITIL.

ITIL Foundation

- You require a basic understanding of the ITIL framework and how it will be used to enhance your IT service management.
- You are an IT professional who has adopted and adapted ITIL, and need to be informed and contribute to an ongoing service improvement program.

ITIL Intermediate

- You require a deeper understanding of ITSM and how to implement these elements to improve the quality of your IT service.
- You work in roles associated with strategic planning, execution, and control, and seek a deeper understanding of the functions and processes of the ITIL Service Lifecycle.
- You are seeking credits towards the ITIL Expert and ITIL Advanced levels of certification.
- You wish to specialize in the Service Lifecycle and AXELOS.

Two ITIL Intermediate Tracks are Available

- The ITIL Intermediate Lifecycle track comprises a 3-day module and Certificate for each of the five core books. This track broadly matches the Version 2 Managers Training. It includes 5 individual certificates built around the five core OGC titles, as follows:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operation
 - Continual Service Improvement
- The ITIL Intermediate Capability track offers four role-specific 4-day modules and Certificates. This route broadly reflects the Version 2 Practitioners qualifications as follows:
 - Operational Support and Analysis (OS&A). This covers Event, Incident, Request, Problem, Access, Service Desk, Technical, IT Ops, and Application Management.
 - Service Offerings and Agreements (SO&A). Subjects include Portfolio, Service Level, Service Catalogue, Demand, Supplier, and Financial Management.
 - Release, Control, and Validation (RC&V). This covers Change, Release and Deployment, Validation and Testing, Service Asset and Configuration, Knowledge, Request Management, and Service Evaluation.
 - Planning, Protection, and Optimization (PP&O). Subjects will include Capacity, Availability, Continuity, Security, Demand, and Risk Management.

ITIL Expert

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

There is no examination required for this Certification. You must, however, 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. You can choose from the Capability (4 credits) or Lifecycle (3 credits) Streams to gain the other 15 credits, but your program should be balanced overall.

To achieve this Certification, you must obtain a minimum of twenty two (22) credits, two of which must be from the mandatory first step – the Foundation Module – and five of which must be from the mandatory ‘Managing Across the Lifecycle’ Module.

ITIL Master

This advanced level of study leads to an ITSM Professional Certification. You are required to achieve the ITIL Expert Certification, have a minimum of eight years of ITSM experience, and be able to demonstrate practical application experience through a peer evaluation scheme.

You will be assessed on the broader issues of ITSM Implementations, including:

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