



# I am confused with the new V3 ITIL certifications- can you help?

By **Stephen Hewitt**



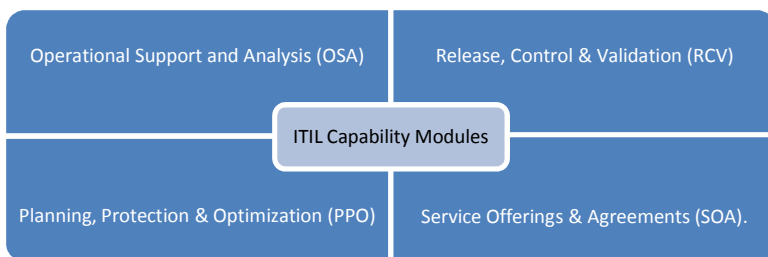
I will certainly try and explain in plain language, although this is sometimes a challenge, the options now available for those wishing to progress their career in IT Service Management further than the ITIL Foundation level. I will stress that this information assumes you already hold the V3 Foundation certificate which is a mandatory requirement before progressing further.

**There are 2 type of pathways in the Intermediate section: These are called Capability and Lifecycle programs. Let us look at the Capability first!**

## Capability Specialist Modules

One pathway is built around Roles & Responsibilities. These programs are called the **Capability Modules**. There are 4 modules in total and each module is a stand-alone qualification. However if you are wishing to collect sufficient credits to gain the ITIL Service Management Expert certification then these modules will each earn you 4 credit points for each certificate.

The roles covered in these modules usually include individuals who are responsible for the Operations (service maintenance & support) areas within the IT Implementation and Operations organizations. These modules have a more practitioner focus.



## What processes will be covered in each of these modules?

<p><b>Operational Support &amp; Analysis (OSA)</b></p> <ul style="list-style-type: none"> <li>Event Management</li> <li>Incident Management</li> <li>Request Fulfilment</li> <li>Problem Management</li> <li>Access Management</li> </ul>	<p><b>Release Control &amp; Validation (RCV)</b></p> <ul style="list-style-type: none"> <li>Change Management</li> <li>Release &amp; Deployment</li> <li>Validation &amp; Testing</li> <li>Knowledge Management</li> <li>Asset &amp; Configuration</li> <li>Request Fulfilment and Service Evaluation</li> </ul>	<p><b>Planning Protection &amp; Optimisation (PPO)</b></p> <ul style="list-style-type: none"> <li>Capacity Management</li> <li>Availability Management</li> <li>Continuity Management</li> <li>Information Security</li> <li>Demand Management</li> <li>Risk Management</li> </ul>	<p><b>Service Offerings &amp; Agreements (SOA)</b></p> <ul style="list-style-type: none"> <li>Portfolio Management</li> <li>Service Level Management</li> <li>Service Catalogue Management</li> <li>Demand Management</li> <li>Supplier Management</li> <li>IT Financial Management</li> </ul>
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## Now let us look at the second pathway of the Intermediate certifications: The Lifecycle modules.

### The Lifecycle Specialist Modules

The Lifecycle modules are built around the core ITIL books.

- **Service Strategy**
- **Service Design**
- **Service Transition**
- **Service Operation**
- **Continual Service Operation**



There are 5 modules, as there are 5 books and you receive 3 credit points for each certificate. Again each module is also a stand-alone qualification. The modules address the aspects of ITIL from a holistic, lifecycle perspective and as such they are more suited to those with managerial responsibility looking at the overall IT Service Management picture. The Service Strategy course is very much rooted in the broader corporate strategy and governance environment.

The modules would ideally suit those individuals who are responsible for the Planning, Design and Optimizing (improvement) areas within the IT Engineering, Application Development and Project/Program Management organizations.

## I have been told that I have to complete a final module called Managing Across The Lifecycle before I can become an accredited v3 Expert, what is this?

### ITIL Managing Across the Lifecycle

When defining the rules for ITIL V3 Expert Level, it became clear that because it's based on modules that earn credits and also the decision to recognize earlier ITIL V1 and V2 qualifications and some other complementary certifications using the [ITIL V3 Credit System](#), would lead to many different combinations of certification being submitted for ITIL Expert level.

It was therefore decided that a course and qualification above the Lifecycle and Capability streams would be needed to rationalize the ITIL knowledge gained through any combination of modules and provide the necessary cohesion to fully link all phases of the ITIL V3 Service Lifecycle together.

As a result MALC was therefore created to fulfil this requirement, and ensure that all ITIL Experts achieve at least one uniform certification, testing at a consistent level. It was also felt that the MALC module could also impart additional, beneficial knowledge and skills which would be of great value to individuals working within the practical Service Management environment.

In taking MALC you will gain skills and competencies in the following areas:

- 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

## What is the ITIL v3 Expert Certification and how do I achieve it?

The ITIL V3 Examination panel created the ITIL Expert Level of certification; to recognize a candidates overall ITIL certification achievements within V3.

The ITIL Expert level of certification is aimed at those individuals who are interested in demonstrating a superior level of knowledge of ITIL Version 3 (V3) in its entirety. Achieving this level of ITIL certification will benefit a candidate in both their personal and professional development, by aiding career advancement and progression within the IT Service Management field.

Once you have successfully completed all requisite ITIL modules and have earned sufficient credits, you will be eligible to apply for your ITIL Expert Certificate.

For those candidates who decide to aim for ITIL Expert, the possible module combinations are many; however, there are some key requirements all candidates must meet, which are:

1. All candidates must hold the V3 Foundation certificate or V2-V3 Bridge equivalent
2. A total of 22 credits minimum must be achieved from [ITIL V3 Intermediate Level](#) or earlier ITIL certifications
3. The [Managing Across the Lifecycle module](#) must be taken and passed once 17 credits have been earned, and
4. Candidates should achieve a balanced knowledge base across the full ITIL V3 Service Lifecycle.

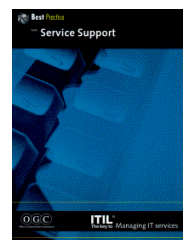
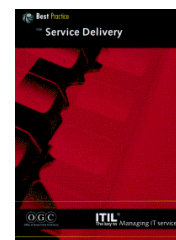


These requirements will ensure that all candidates who achieve ITIL Expert have successfully completed a series of certifications which span all V3 disciplines consistently.

## I am currently a Red Badge V2 Managers certified, does that entitle me to a fast track to V3 Expert?

This V3 Service manager Bridge course enables ITIL Version 2-certified Service Managers to upgrade their Service Manager certification to Version 3 Service Manager Expert. The Manager Bridge course covers the subject areas of the five V3 Lifecycle stages, and existing subject areas of V2 that have undergone significant change in V3.

This qualification bridges the gap between the ITIL V1 or V2 Service Manager Certificate in IT Service Management and the ITIL Expert certification in IT Service Management. Students must hold an ITIL V1 or V2 Service manager certificate to sit for the V2 to V3 Service Manager bridge exam.



The V2 – V3 Manager Bridge is to cease 30 June 2011