

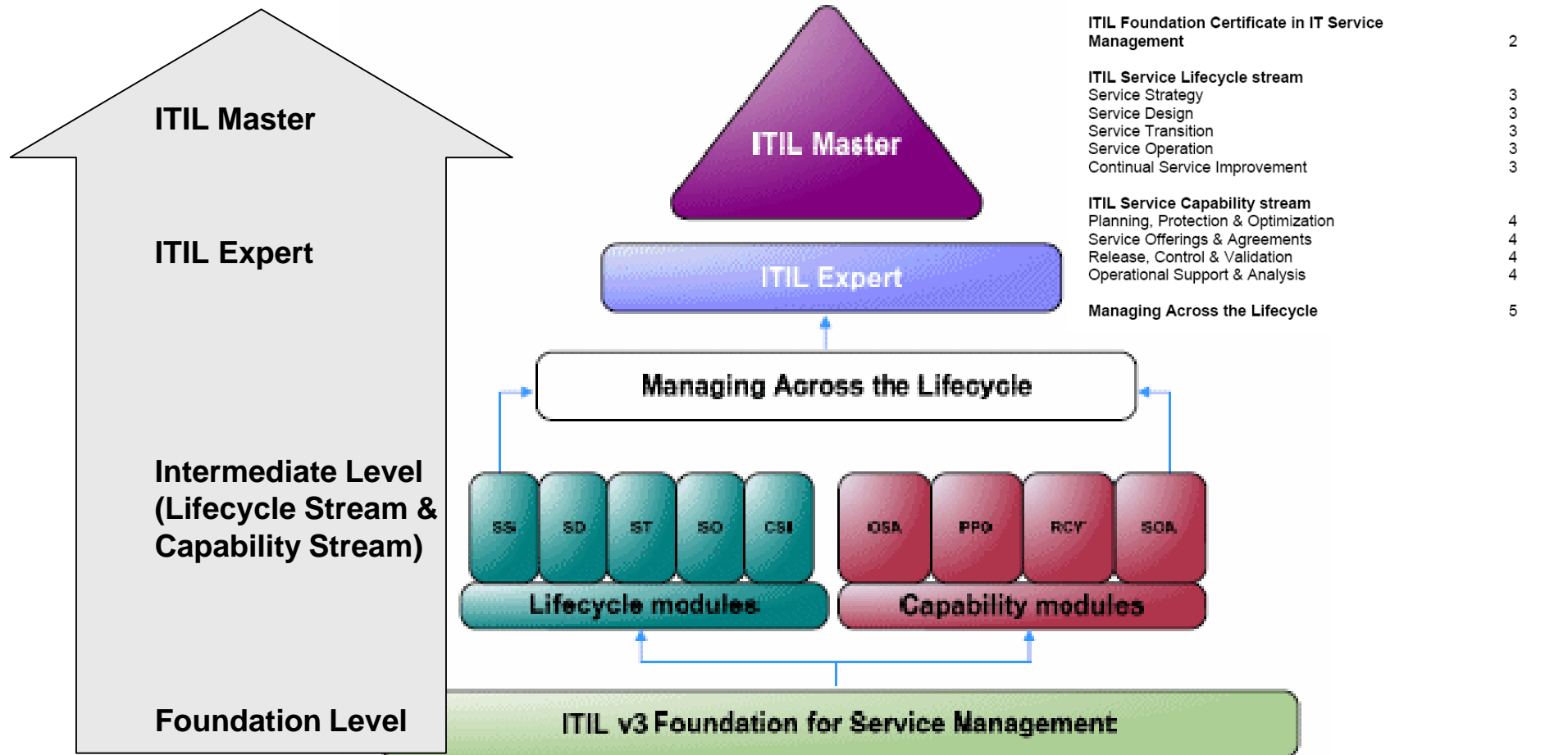
ITIL Qualification Scheme and Exam

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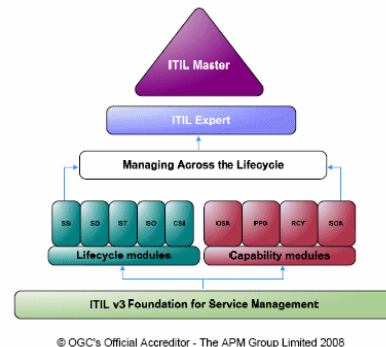
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ITILv3 Qualification Scheme Diagram

Four levels within the scheme:



ITIL Foundation Level

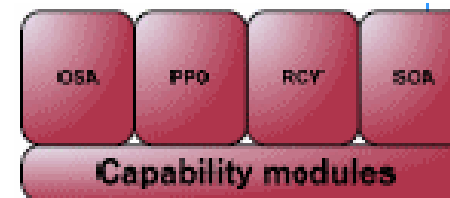
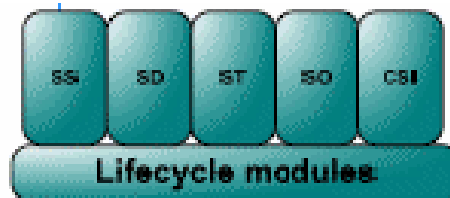
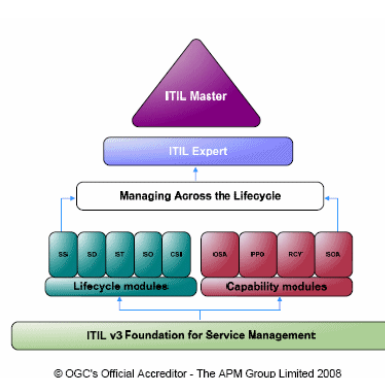


ITIL v3 Foundation for Service Management

- The Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concept, terminology and processes of ITIL.

Module Credit Value	2
Personal Study	No recommendations for Personal Study
Course Duration	Equivalent of 16.25 hours of classroom based 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
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
Prerequisite	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 Institute's Public Exam Scheme

ITILv3 IntermediateLevel

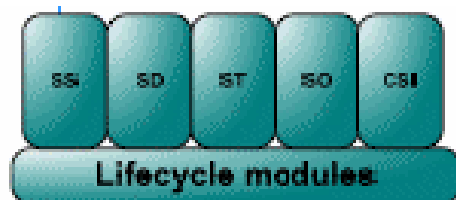
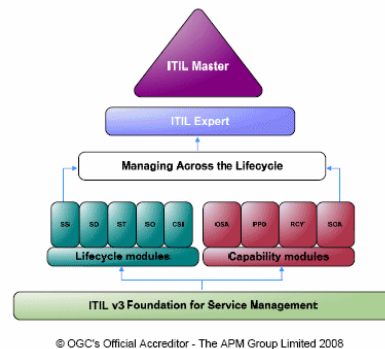


- **Intermediate Level:** There are two streams in the Intermediate level. Both assess an individual's ability to analyse and apply the concepts of ITIL. Candidates are able to take units from either of the Intermediate streams, to gain credits towards the Expert Level.

- **Intermediate Lifecycle Stream** - this stream includes 5 individual certificates built around the five core OGC titles, as follows:
 - [Service Strategy](#)
 - [Service Design](#)
 - [Service Transition](#)
 - [Service Operation](#), and
 - [Continual Service Improvement](#).
- The focus of these modules is on the introduction and implementation of the specific Lifecycle phase, and coverage of the principles, processes and related activities.

- **Intermediate Capability Stream** - this stream includes 4 individual certificates, focusing on detailed process implementation and management within cluster groupings:
 - [Operational Support and Analysis \(OS&A\)](#). Subjects covered inc. Event, Incident, Request, Problem, Access, Service Desk, Technical, IT Ops and Application Management
 - [Planning, Protection and Optimization \(PP&O\)](#). Subjects covered inc. Capacity, Availability, Continuity, Security, Demand and Risk Management.
 - [Release, Control and Validation \(RC&V\)](#). Subjects covered inc. Change, Release & Deployment, Validation & Testing, Service Asset & Configuration, Knowledge, Request Management and Service Evaluation
 - [Service Offerings and Agreements \(SO&A\)](#). Subjects covered inc. Portfolio, Service Level, Catalogue. Demand, Supplier and Financial Management

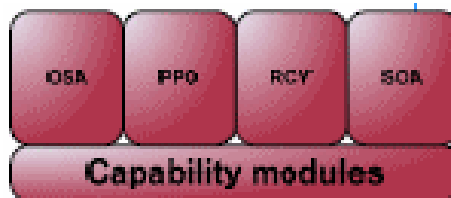
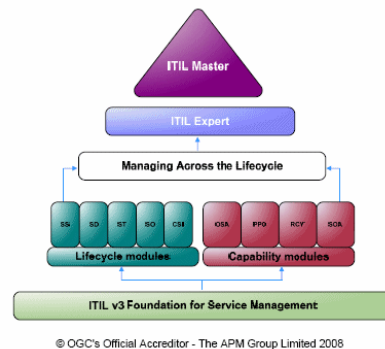
ITILv3 Intermediate Lifecycle stream



SS = Service Strategy
 SD = Service Design
 ST = Service Transition
 SO = Service Operation
 CSI = Continual Service Improvement

Module Value	Credit	3
Course Duration	At least 21 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.	
Personal Study Type	21 hours of recommended Personal Study	
Duration	Complex Multiple choice, multi-part, scenario based questions	
Prerequisite	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	
Supervised	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	
Open Book	Yes	
Pass Score	No	
Distinction Score	65%	
Marking method	75%	
Delivery	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is the most 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	
	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)	

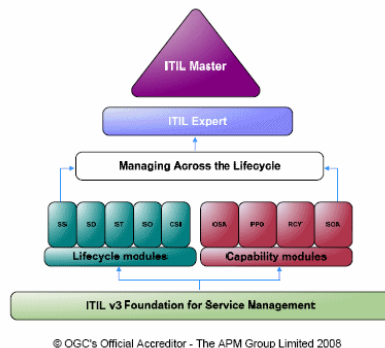
ITILv3 intermediateCapability stream



OSA = Operational Support & Analysis
 PPO = Planning, Protection & Optimization
 RCV = Release, Control & Validation
 SOA = Service Offerings & Agreements

Module Credit Value	4
Course duration	At least 30 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.
Personal Study	12 hours of recommended Personal Study
Type	Complex Multiple choice, multi-part, scenario based questions
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
Prerequisite	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	65%
Distinction Score	75%
Marking method	Gradient scoring will be the marking method. In this method, questions are graded as follows: One option is the most 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 online or Paper Based from an ATO. (proof of attendance at an Accredited training course will be required prior to taking the exam)

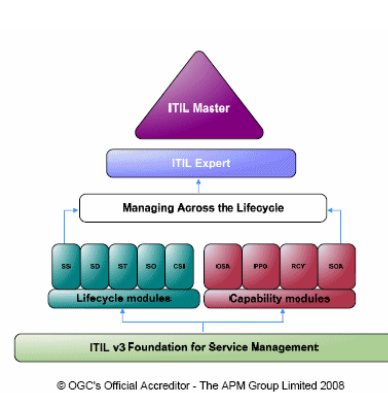
ITIL Expert (Managing Across the Lifecycle)



To achieve the ITIL Expert in IT Service Management, candidates must successfully complete a number of Intermediate units in addition to the mandatory Foundation Level and the [Managing Across the Lifecycle](#) capstone course. This course brings together the full essence of a Lifecycle approach to Service Management, and consolidates the knowledge gained across the qualification scheme.

Module credit Value	5
Course duration	At least 30 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.
Personal Study	28 hours of recommended Personal Study
Type	Complex Multiple choice, multi-part, scenario based questions
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
Prerequisite	<ol style="list-style-type: none"> 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	65%
Distinction Score	75%
Marking method	<p>Gradient scoring will be the marking method. In this method, questions are graded as follows:</p> <p>One option is the most correct and will receive the most marks</p> <p>One option is partially correct and will receive slightly fewer marks than the most correct option</p> <p>One option is the least correct and will receive the least marks</p> <p>One option is incorrect and will receive no marks</p>
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)

ITILMaster



- This level of the qualification will assess an individual's ability to apply and analyse the ITIL concepts in new areas. This higher level qualification is currently under development.

Example: ITIL v3 module combinations

	V3 FND	V3 CAPABILITY STREAM				V3 LIFECYCLE STREAM					CAPSTONE	
Possible Selection Options to achieve ITIL Expert Certification	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	TOTAL NUMBER OF CREDITS
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

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The End

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