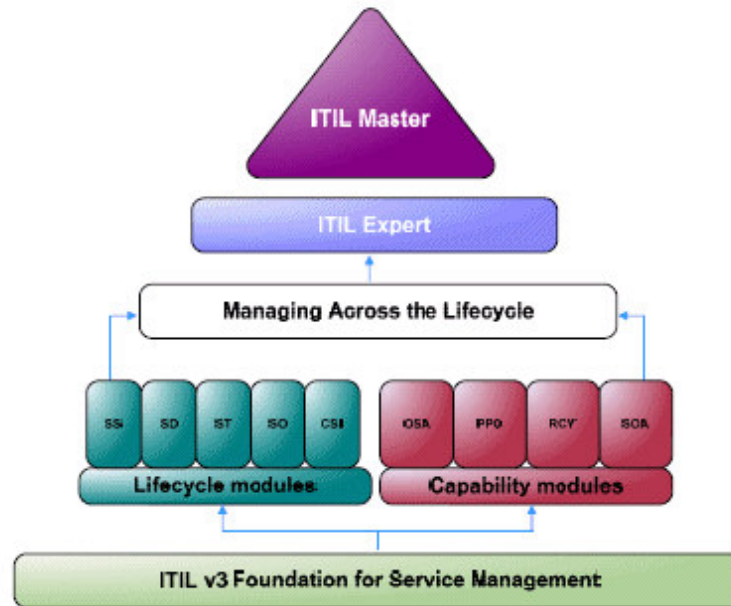


ITIL v3 Qualification Scheme Diagram

Four levels within the scheme:



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ITIL Foundation Certificate in IT Service Management

Credit Value

2

ITIL Service Lifecycle stream

Service Strategy
Service Design
Service Transition
Service Operation
Continual Service Improvement

3

3

3

3

3

ITIL Service Capability stream

Planning, Protection & Optimization
Service Offerings & Agreements
Release, Control & Validation
Operational Support & Analysis

4

4

4

4

Managing Across the Lifecycle

5

- **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

To achieve the ITIL Expert in IT Service Management, candidates must successfully complete a number of Intermediate units (and gather more than 17 credits) in addition to the mandatory Foundation Level and the [Managing Across the Lifecycle](#) capstone course (additional 5 credits).