



Selecting an ITIL / ITSM Training Provider

Selection Criteria –

Selecting the right training partner is a critical part of launching your IT Infrastructure Library and IT Service Management implementation effort for your company, as well as your own professional development and certification process.

1. Is the training provider and courses offered accredited by EXIN or ISEB?
 - o There are only two Examination Institutes authorized by ICMB (ITIL Certification Management Board) to develop and maintain a certification scheme for ITIL.
 - o EXIN (Netherlands) www.exin-exams.com
 - o ISEB (United Kingdom) www.bcs.org/BCS/Products/Qualifications/ISEB/
 - o In order to receive certification in a course, the course must be accredited by one of the organizations above.
 - o A list of EXIN accredited training providers can be found at www.exin-exams.com (EXIN) and www.itilexams.com/itiltrain.html (Loyalist College).
2. What is the experience and certification level of the training provider's instructors?
 - o All instructors must have significant experience (10+ years) as a practitioner in the IT industry to be able to relate the course content to real life scenarios, must hold the ITIL Managers Certificate (Master) and must be approved by one of the examination institutes.
3. What is the training provider's pass rate for the class(es) under consideration?
 - o Quality training organizations are willing to share their student's success rate for the ITIL certification sought by the candidate.
4. Does the training provider offer a comprehensive mix of online, blended and classroom based course offerings to meet the diverse needs of the variety of constituencies that you will need to reach?
 - o Because successful ITIL implementations are highly dependent on an effective training and awareness campaign, it is important that the training provider is able to provide multiple channels / mediums for delivery of critical information about ITIL and IT Service Management to a wide variety of roles and constituencies within your organization.
5. What languages are the courses available in?
 - o If you have global operations, the training provider should be able to provide curriculum and courses in the local language in each of your major operations geographies?
6. Can the training provider provide recent client references that you can speak to?
 - o If you are evaluating the provider on behalf of your company, the training provider should be able to provide you with reference from recent sessions that have been held.
7. Can the training provider share the customer satisfaction survey information from the classes under consideration?
 - o Quality training providers are willing to share their customer satisfaction results with you.
8. Can the training provider deliver a comprehensive portfolio of accredited courses that can meet your short and long term needs for a variety of ITSM roles within the organization?"
 - o The training provider should be able to provide you with access to a full complement of accredited ITIL / ITSM related courses from awareness through foundation certification, onto practitioner courses for each of the core process areas through full Masters Certification.



itSMF Quality Initiative for ITIL Foundation Training Providers

General Statement

A course provider will be an organization that is accredited by an examination institute to provide training in support of the IT Service Management Qualification Scheme. The accreditation is in accordance with the examination institute rules and regulations based on the standard requirements laid down by the ITSM Certification Management Board (ICMB). As the accrediting body the examination institute is responsible for the course provider's adherence to the rules and regulations for accreditation and to the required quality standards and conditions associated with the ITSM Qualification Scheme.

Course Requirements and Structure

- Course duration should be a minimum of 18 hours
- Course should have a strong emphasis on practical course work
- Class size should not exceed more than 16 students for every one instructor.
- If class size exceeds 16 students (max 32 students) additional instructor should be added to assist in teaching course
- If class size exceeds 32 students additional class should be provided for
- Course provider must be instructing on the latest version of ITIL

Staffing Requirements

- All staff members teaching SM Foundations should have a minimum of 5 years experience in IT Service Management.
- All staff members must hold the ITSM Managers Certificate in IT Service Management and must be approved by the examination institute
- All background and resume information for staff members teaching courses must be made available upon request.

Documents to be made available to outside organizations seeking training (does not apply to individual.)

- Proposed course timetable
- Copies of teaching and student materials
- Organizational profile; nature and status of organization; a brief history and account of training activities
- Staffing; credentials and resource availability and capacity

Evaluation of applications by examination board

- Representatives of the examination board are allowed to make inspection visits
- During these visits examination institute shall have access to documents, persons, premises, training materials, equipment, or any other information relevant to the application

Accreditation approval

- In order to receive accreditation course provider must be able to provide instruction on the most recent version of ITIL.
- Must meet all examination board guidelines for approval



itSMF Quality Initiative for ITIL Foundation ... (Cont'd)

Accreditation Retention

- Course providers are expected to comply with any changes in the regulations or the syllabus that may, from time to time, be introduced.
- A course provider who does not comply with changes will have their accreditation withdrawn.

Accreditation Renewal

- In order for a course provider to apply for re-accreditation, the Examination Institute will conduct a review which may involve a visit to the course provider's premises.

Supervision of Exams

- Examinations must be proctored by an entity other than the course provider.



itSMF Quality Initiative for ITIL Manager Training Providers

General Statement

A course provider will be an organization that is accredited by an examination institute to provide training in support of the IT Service Management Qualification Scheme. The accreditation is in accordance with the examination institute rules and regulations based on the standard requirements laid down by the ITSM Certification Management Board (ICMB). As the accrediting body the examination institute is responsible for the course provider's adherence to the rules and regulations for accreditation and to the required quality standards and conditions associated with the ITSM Qualification Scheme.

Course Requirements and Structure

- Course duration should be a minimum of 80 hours
- 40 hours should be spent in service support and 40 hours in service delivery
- This course should be structured in two one week modules
- Class size should not exceed more than 16 students. If this number is to be exceeded then there must be an additional tutor present at least 50% of the tuition time.
- Course provider must be instructing on the latest version of ITIL

Staffing Requirements

- All staff members teaching SM Masters should have a minimum of 5 years experience in IT Service Management.
- All staff members must hold the ITSM Managers Certificate in IT Service Management and must be approved by the examination institute
- For a minimum of 75% of the tuition hours, more than one course tutor must be present, in order that the in-course assessment of candidates' practical work can be properly conducted
- All background and resume information for staff members teaching courses must be made available upon request.

Documents to be made available to outside organizations seeking training (does not apply to individual.)

- Proposed course timetable
- Copies of teaching and student materials
- Organizational profile, nature and status of organization, a brief history and account of training activities
- Staffing, credentials and resource availability and capacity

Evaluation of applications by examination board

- Representatives of the examination board are allowed to make inspection visits
- During these visits examination institute shall have access to documents, persons, premises, training materials, equipment, or any other information relevant to the application



itSMF Quality Initiative for ITIL Manager (Masters) ... (Cont'd)

Accreditation approval

- In order to receive accreditation course provider must be able to provide instruction on the most recent version of ITIL.
- Must meet all examination board guidelines for approval
- The training courses are suitable for candidates who meet the minimum criteria.
 - Holder of the Foundation Certificate in IT Service Management. It is the responsibility of the training provider to ensure that the candidates hold this certificate before they take the training course). *
 - IT practitioner/supervisor with a least five years' general IT experience and at least two years experience at a management/supervisory level;
 - Responsibility for taking substantial technical decisions affecting the support or delivery of IT services;
 - The ability to communicate effectively with managers, subordinates, colleagues, users and customers at all levels of seniority.

Accreditation Retention

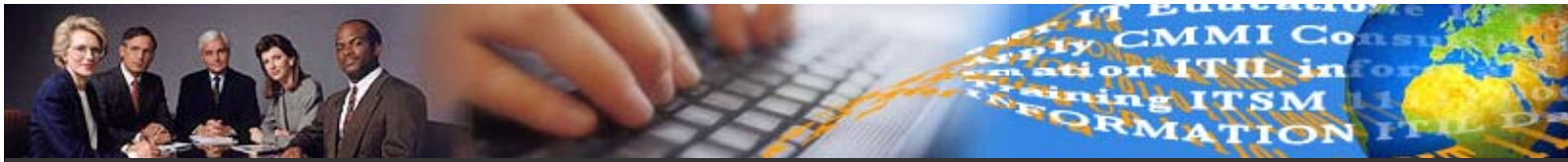
- Course providers are expected to comply with any changes in the regulations or the syllabus that may, from time to time, be introduced.
- A course provider who does not comply with changes should have accreditation withdrawn.

Accreditation Renewal

- In order for a course provider to apply for re-accreditation, the EI will conduct a review, which may involve a visit to the course provider's premises.

Format for the examination

- The examination format was jointly developed by experienced examiners from the original Examination Institutes (ISEB & EXIN). This format is used world-wide and, given sufficient notice, examinations receive a 'International QA' to ensure that the terminologies used are applicable in each country that receives an examination.
- The examinations are chosen from a question bank that is regularly updated. Question papers may be used more than once and therefore providers, candidates or invigilators are not permitted to retain copies of the exam papers.
- The written examination will consist of two three-hour papers. Paper 1 will cover the area of Service Support, and Paper 2, Service Delivery. There may be considerable overlap in the subject matter between the two papers.
- A case study will be provided to the candidates and the Course Provider's administrative contact, two weeks in advance of the examination. Approximately 60% of the questions will be based on this case study. The remaining questions will be of a more general nature. The candidates will not be permitted to take their copy of the case study in to the exam room. Clean copies will be provided for each examination paper.



itSMF Quality Initiative for ITIL Manager (Masters) ... (Cont'd)

- Each paper will have five questions of 20 marks each. In an examination all five major topics of the paper will be examined. To obtain the Manager's Certificate in IT Service Management, the candidate has to achieve 50% or more in each of the two papers.
- The 'closed book' examinations will be conducted over two consecutive days, with paper one being held on the afternoon of the first day and paper two being held the next morning. In exceptional circumstances, a course provider may wish to hold the examinations in the same day, but the candidates must be made aware that this is NOT recommended.
- In order to prepare candidates properly for the examination, all accredited course providers will be supplied with a sample examination paper, case study and suggested marking guidelines. The marking guidelines are not for release to candidates as greater benefit will be achieved from explanation by the accredited lecturers.

Supervision of Exams

- Examinations must be proctored by an entity other than the course provider.