Nouri Associates, Inc.
Research Report
Author: Hamid Nouri
Date: February 2008

Nouri&Associates
www.nouriassociates.com

Fastest Path to ITIL "Expert" Certification
## Under the ITIL v3 Certification Scheme

CONCLUSION: If you have achieved your ITIL v2 Foundation Certification, the quickest and most optimal path to ITSM Expert designation is completion of ITIL v2 Manager and ITIL v3 Manager Bridge Courses.

ANALYSIS: IT Service Management and ITIL framework implementation initiatives have become more commonplace in the US as well as internationally in the past 3 years. With the introduction of ITIL v3 in June of 2007, there is now a new certification scheme in place based on the 5 lifecycle books published in version 3.

Under the ITIL v2 certification scheme, there are 3 levels of certification. ITIL v2 **Foundation** is the entry point for the certification scheme and can be achieved through self-study, use of online or web-based course material, or attendance in a 2 to 3 days public or private course that ends with the administration of a 40 questions multiple choice exam.

A candidate can then choose to move on to one of the two advanced certification paths, ITIL Practitioner or ITIL Manager. ITIL v2 **Practitioner** courses are designed for individuals who are involved in the design and implementation of ITIL processes in an organization.

ITIL v2 Certification Scheme
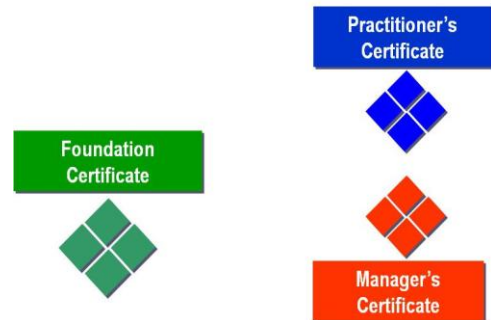

ITIL v2 Clustered Practitioner Courses
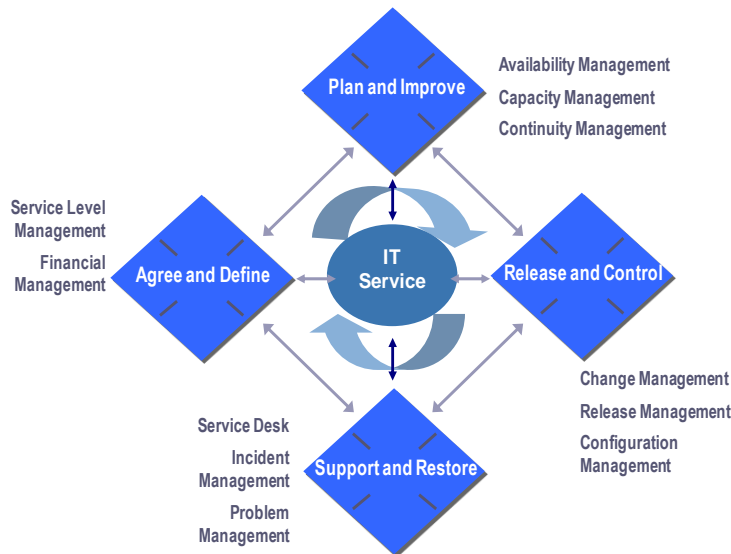
Up until last year there were a number of 3 days Practitioner courses which led to certification in one of the 10 ITIL v2 process areas. Most of these courses have now been retired in favor of one of the clustered practitioner courses that address 2 or 3 processes together in an integrated fashion, over a period of 5 days.

These sessions are ideal for candidates with responsibility for implementing the ITIL processes within an organization.

The ITIL v2 **Manager** course is designed as an intensive 10 days of classroom / workshop sessions using case studies, assignments, presentations and debates to prepare the candidates to successfully lead an ITSM program within an organization. The classroom sessions are followed by 2 days of reviews and 2 three hours, five questions, essay exams. This course prepares the candidate to plan and execute a viable IT Service Management program within an organization.

The ITIL v3 certification scheme was released in September of 2007. The V3 scheme is based on a system of educational credits, earned through successful completion of classes and examinations, much like a college education. The basic design incorporates a modular structure for certification to provide flexibility in the customer selection and the use of a credit system to achieve Expert certification in ITSM and also to support innovative delivery mechanisms by the Accredited Training Organizations (ATO).

There are four levels within the new scheme: Foundation level, two Intermediate level streams, and the Advanced level. To achieve the ITIL Service Management Expert level, candidates must earn 22 credits, two of which can be gained at Foundation level. The latest update to the scheme has been released in November of 2007.
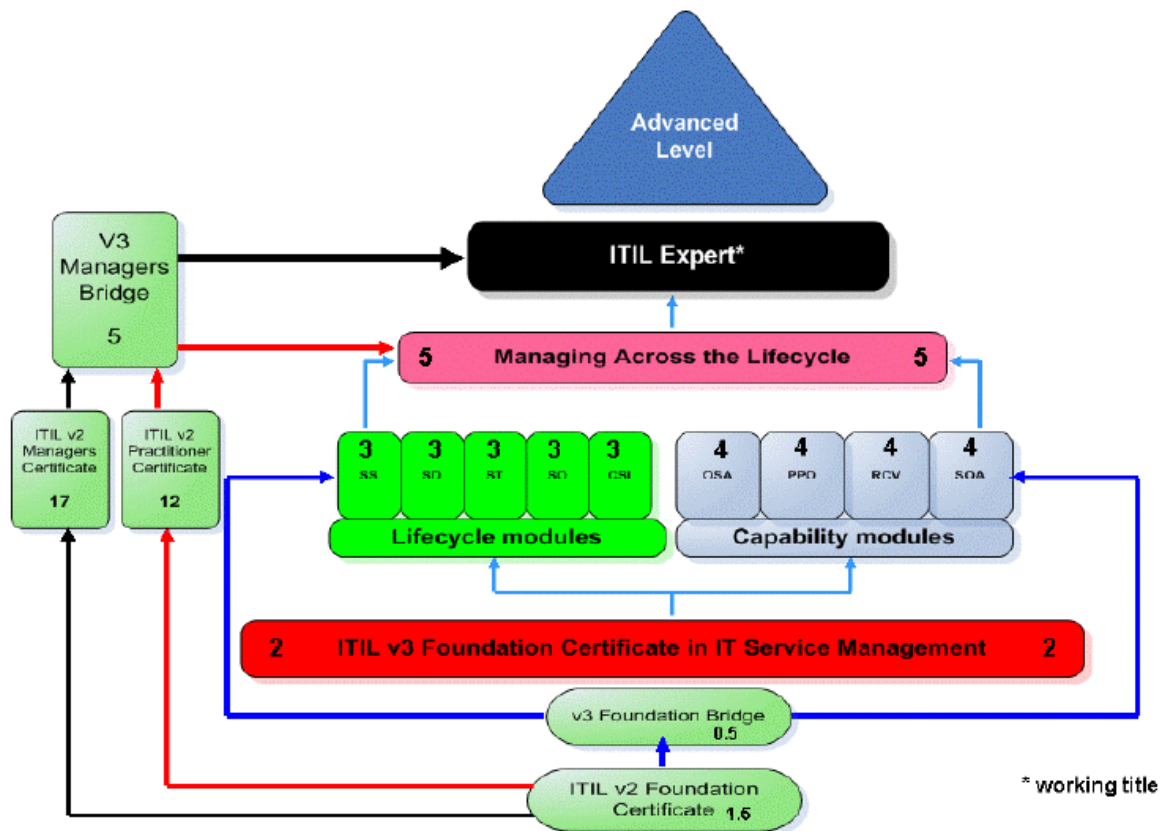
The ITIL v3 **Foundation** level offers a general awareness of the Service Lifecycle and the key elements within. Learning objectives and competencies are focused on an understanding of the overall linkages between the stages in the Lifecycle, the processes used and their contribution to service management practices.

The **Intermediate** level is a dual stream modular certification series, each with a set of certifications and a normalization certification.

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of v3 practices within the Service Lifecycle context. The Service Lifecycle series is focused on each stage of the Lifecycle. Each module of the Lifecycle series covers an introduction to the service Lifecycle, the principles, processes, functions and activities within that stage of the ITIL Service Management Lifecycle, along with technology and implementation considerations. Each module earns the candidate 3 credits towards the ITSM Expert certification.

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of V3 processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum; however the primary focus is the process activities, execution and use throughout the Service Lifecycle. This is analogous to the ITIL v2 Clustered Practitioner courses. Each module earns the candidate 4 credits towards the ITSM Expert certification.

The Managing Across the Lifecycle course completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices. Completion of this module earns the candidate 5 credits towards the ITSM Expert certification.

The ITIL Service Management **Expert** Certification is achieved by accumulating credits through the first two levels of the Scheme. To achieve the certification, candidates must obtain a minimum of twenty two (22) credits, two of which must be from the Foundation module which is a mandatory first step, and five of which must be from the 'Managing Across the Lifecycle' module which is a mandatory final step.

Candidates can choose modules from the Capability (4 credits per module) or Lifecycle (3 credits per module) Streams to gain the other 15 credits, but are expected to choose a balanced program overall. Candidates who hold a v1 or v2 Managers Certificate (17 credits) and attend the mandatory v3 Managers Bridge course and pass the examination (5 credits) will also obtain the ITIL Expert certification.

Given that the ITIL v3 Intermediate courses will not be available from the ATOs until mid to late 2008, and the availability of ITIL v2 Manager course through at least the end of 2008, the most expedient and economical way to achieve the ITSM Expert certification is to complete the ITIL v2 Manager and the v3 Managers Bridge courses during 2008. This will provide a significant timing advantage for candidates who wish to attain this highly sought after designation by all organizations, worldwide.

The following table summarizes the available credits for completed v2 courses:

V1 / V2 Certification	Credit	Bridge Certification	Bridge Credit
V2 ITIL Foundation	1.5	V2 – V3 Foundation Bridge	0.5
V2 ITIL Practitioner **Clusters:** Plan & Improve Agree & Define Support & Restore Release & Control **Singles:** Service Desk& Incident Management Service Level Management Release Management Problem Management IT Service Continuity Management Financial Management Configuration Management Change Management Capacity Management Availability Management	 3.5 3.5 3.5 3.5 2 2 2 2 2 2 2 2 2 2	Holders of 12 credits or more are eligible for the V3 Managers Bridge and Managing Across the Lifecycle, leading to ITIL Expert Certification	5
V2 ITIL Service Manager V1 ITIL Service Manager V2 ITIL Service Manager	 17 17	V3 Manager Bridge leading to ITIL Expert Certification	5

For more information about the ITIL v2 and v3 Qualifications Scheme please visit the ITIL official website: http://www.itil-officialsite.com/home/home.asp

For accredited ITIL training and specials please visit www.nouriassociates.com/education/itil.php.

Founded in 2001, NAI is a leading provider of Consulting, Training, Measurement and innovative solutions in the areas of IT Management and Control Best Practices utilizing globally accepted standards and frameworks such as ITIL, ISO 20000, COBIT, PMBOK, eSCM, and CMMI. We help our clients define and manage their IT strategies, train and certify their internal team, define and optimize their processes and operations, and measure and benchmark their performance over time.

Nouri Associates, Inc.
One Embarcadero Center Suite 500
San Francisco, CA 94111
(415) 267-7611 Voice
(415) 267-6127 Fax
http://www.nouriassociates.com/