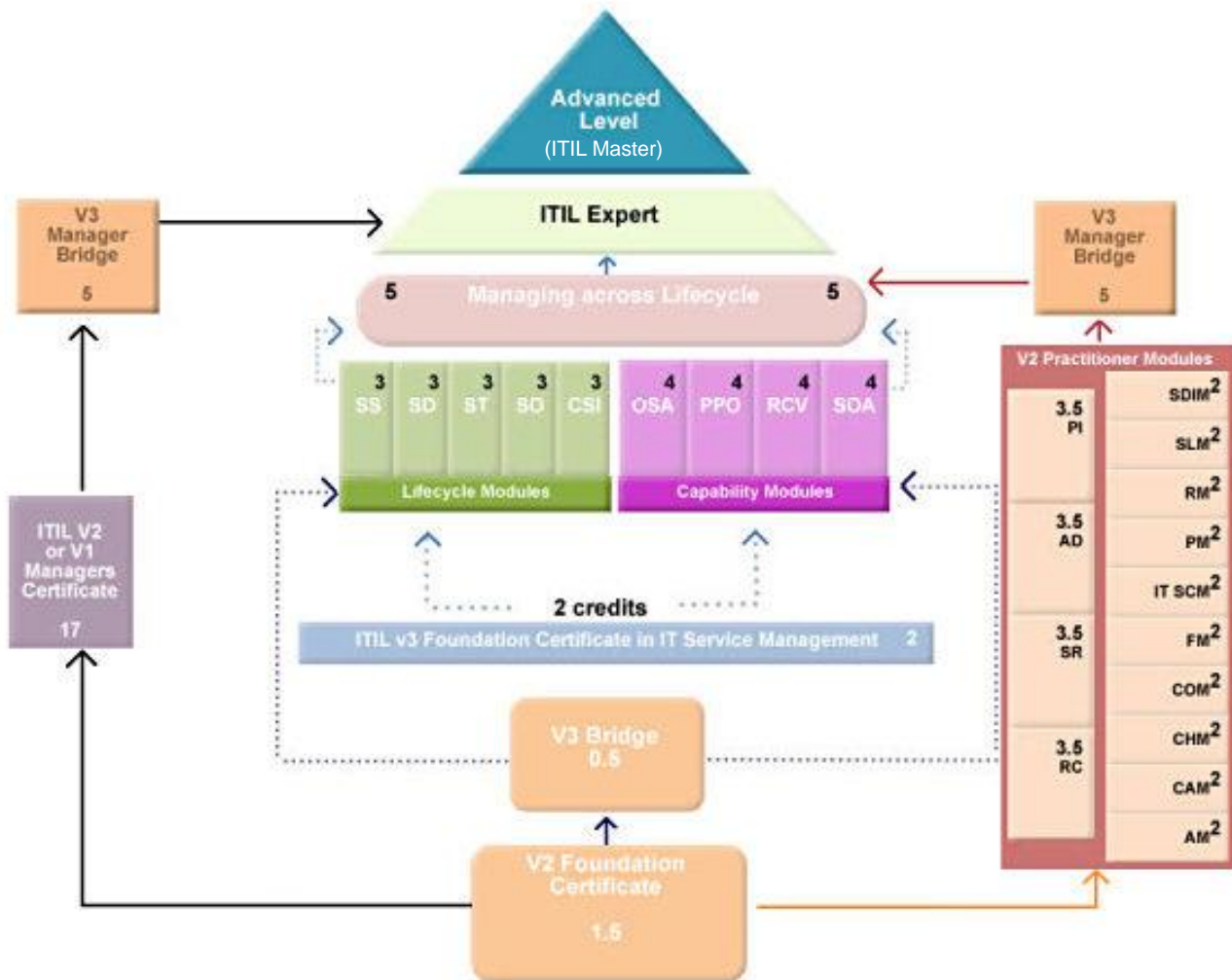


ITIL Expert = **22 credits**

- ITIL v3 Foundation is focused on *Awareness & Comprehension*
- ITIL v3 Intermediate courses are focused on *Application & Analysis*
- "*Fastest and least costly path*" to ITIL Expert is completing v2 Service Manager and v3 Manager Bridge if you are ITIL Foundation v2 certified.
- It is possible to apply v2 training towards the required 22 credits for v3
- Refer to back page for the best path through the Intermediate curriculum based on your role.



	V3 FND	V3 CAPABILITY STREAM				V3 LIFECYCLE STREAM					CAPSTONE	
<b>Role-Based Options</b>												
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 - ITSM Practitioner / Manager	2	4	4	4	4						5	23
Option B - ITIL Process Owners	2					3	3	3	3	3	5	22
Option C - ITSM Service Owner / BRM / SLM	2	4	4	x	x	x	x	3	3	3	5	24
Option D - ITSM Practitioner, Customer Facing	2	4	4	4	x	x	x	3	3		5	25
Option E - ITSM Practitioner, IT Facing	2	x	4	4	4	x	3	x	x	3	5	25
Option F - ITSM Practitioner, Operations Focus	2	x	x	4	4	3	3	x	x	3	5	24

