

## The ITIL Qualification scheme, run by the Cabinet Office's official ITIL accreditor The APM Group, is a comprehensive personal development map for people serious about a career in IT Service Management.

The scheme has been constructed to allow candidates to specialize in specific areas relevant to their roles through individual intermediate certification. They gain credits for each exam they take and when they have a sufficient number of credits they can be awarded the ITIL Expert in IT Service Management. Candidates can gain credits over time and throughout their ITSM career. Those with existing ITIL and recognized complementary qualifications are also able to count those towards their credits. Beyond Expert level, there is also the ITIL Master for experienced professionals.

### Foundation Level

The Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concepts, terminology and processes of ITIL. The Foundation examination is a one hour objective test composed of 40 questions. Candidates must achieve 65% to pass the exam. Candidates sitting the examination in a language other than their native language have a maximum of 75 minutes and they are permitted to use a dictionary if

they are not living or working in the country on which the exam language is based. For example, candidates taking an English ITIL exam in Sudan can be granted extra time. Sudanese candidates living or working in the UK would not be granted extra time. For further details please contact us.

### Intermediate Level

There are two streams in the Intermediate level, the Lifecycle Stream and the Capability Stream. You can book training courses and examinations in the following modules:

#### Lifecycle Stream:

- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI)

#### Capability Stream:

- Operational Support and Analysis (OS&A)
- Service Offerings and Agreements (SOA)
- Release, Control and Validation (RC&V)
- Planning, Protection and Optimization (PP&O)

The intermediate papers are multiple choice, scenario-based, gradient scored questions. There are eight questions per paper and the pass score is 28 out of 40 correct answers – or 70%. The exams are closed book and of 90 minutes duration for candidates taking the exam in their respective language. Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary if they are not living or working in the country on which the exam language is based.





## Managing Across the Lifecycle: MALC

This course brings together the full essence of a Lifecycle approach to service management, and consolidates the knowledge gained across the qualification scheme. The examination is composed of 8 multiple choice, scenario-based, gradient scored questions. The Pass Score is 28 out of 40 or 70%. The duration of the exam is 90 minutes for candidates taking the exam in their own language. Candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary if they are not living or working in the country on which the exam language is based.

## ITIL Expert

The ITIL Expert Certification is awarded to candidates who have been awarded 22 credits through the ITIL qualification scheme. Recognized complementary ITIL qualifications can count towards ITIL credits. To achieve the ITIL Expert in IT Service Management, candidates must successfully complete, in addition to the Foundation Level, a number of intermediate units and the Managing Across the Lifecycle capstone course (MALC).

APMG-International has devised a 'Credit Profiler' which enables candidates to work out which route to take to attain their ITIL Expert Certification. Please ask us for more details.



## ITIL Master

The ITIL Master is a senior level service management certification which allows experienced IT Service Managers to demonstrate their knowledge of ITIL and its application in the real world.

The Master's certificate is managed by The APM Group, OGC's official accreditor. It is aimed at three different types of candidates:

- Project managers who have implemented service management
- Senior practitioners who have specialized in a specific areas
- High level IT Managers and CIOs.

The focus is on the application of knowledge in real life.

At this level candidates are expected to have a deeper understanding of ITIL theory and be able to relate that knowledge to real life scenarios. The certification allows candidates to demonstrate their understanding and they can, if they wish, select several areas to show how they performed in real life service management situations.

To undertake the ITIL Master certification, candidates must have reached ITIL Expert level and have at least 5 years' service management experience. They are required to submit a proposal of what ITIL Components they'd like to focus on and a synopsis of the projects they would like to include in their work package. There is no examination at this stage but candidates will be required to:

- 1 Prepare and submit a Proposal describing the real life situation addressed and the elements of ITIL applied.
- 2 Prepare and submit a Work Package for assessment.
- 3 Attend an interview to support the Work Package assessment.