

HOW DO THE NEW ITIL CERTIFICATION CREDITS WORK?

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Now that the new certification scheme has been announced by APMG and the OGC, what does it mean?

Foundation Level

It is quite simple. There is still a V3 Foundation level course and it is worth 2 credits. For anyone holding a current ITIL V1 or V2 Foundation certificate from ISEB or EXIN (dating all the way back to the mid-1990's), it is worth 1.5 credits.

This means that you need to attend a bridging course and pass an exam at the end to attain 0.5 credits and achieve the 2 Foundation level credits. Once you have successfully completed either the V3 Foundation course or a V2 + bridging course, you may proceed to the next level of certification.

Intermediate Level

The Intermediate level contains two streams: Service Capability and Service Lifecycle. Here is how it works.

The Service Capability stream is akin to the existing clustered practitioner courses. These courses will be worth 4 credits each and there are four courses to choose from, which are:

- Service Portfolio & Relationship Management
- Service Design & Optimization
- Service Monitoring & Control
- Service Operation & Support

The single process practitioner courses are worth 1 credit each. These are still available from ISEB, but are no longer offered by EXIN. If you hold a clustered practitioner, such as ITIL Practitioner: Release and Control (IPRC), ITIL Practitioner: Support and Restore (IPSR), ITIL Practitioner: Plan and Improve (IPPI) or the ITIL Practitioner: Agree and Define (IPAD), these are worth 3.75 credits each.

The following are possible scenarios to consider at the Intermediate level:

Scenario 1: You complete and pass all four Service Capability certification courses, giving you 16 credits + 2 for Foundation = 18 credits

Scenario 2: You complete all four existing ITIL V2 clustered practitioners, giving you 15 credits + 2 for Foundation = 17 credits



Scenario 3: You complete a mixture of V2 and V3 clustered certification; however, they can not be the same topics, such as Service Operation and IPSR (that would be too easy, as they will cover the same material)

For those of you who are more interested in a deeper understanding of each of the five core V3 volumes from a management perspective, the Service Lifecycle stream is for you. There will be a course for each book (with an exam) and each course will be worth 3 credits. If you complete all five courses, you now have 15 credits + 2 Foundation credits = 17 credits.

It is also possible for you to mix and match courses from both streams. In this case, don't worry about taking courses that cover all the books. This will not be necessary, as there will be one course to tie everything together: the Managing Through The Lifecycle course, which is worth 5 credits.

This course is mandatory to achieve the ITIL Diploma. You will need a minimum of 17 credits before you can attend this course, and providing you pass the exam, you will reach the magical number of 22 credits to receive your ITIL Diploma.

For those of us who hold the Service Manager certification, we only need to take a V3 Manager bridging course and pass the exam in order to be awarded the ITIL Diploma. There is no need to take a practitioner course or a course in any of the two new streams unless you want to.

Advanced Level

Finally, the Advanced Level Diploma will assess an individual's ability to apply and analyze the ITIL V3 concepts in new areas. This higher Diploma has not been developed at this stage.

Please see APMG's website (www.apmgroup.co.uk) for more details on the qualification scheme.

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