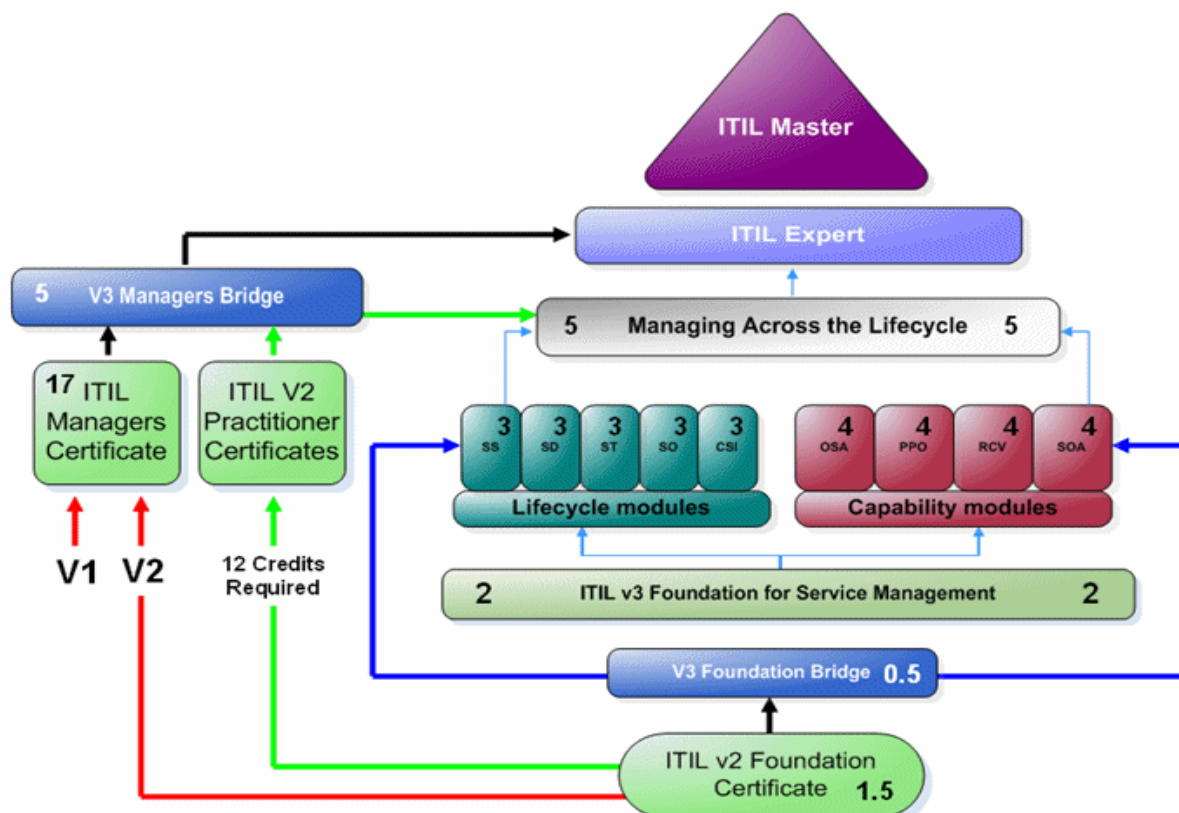


ITIL – v2 to v3 qualification conversion

ITIL version 3 Qualification Scheme diagram



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<http://www.itsil-officialsite.com/Qualifications/ITILV3CreditSystem.asp>

Bridging from existing ITIL v1 or v2 certification

The ITIL Version 3 Qualification Scheme is supported by a credit system. Passing v3 modules will earn a candidate credits towards the new ITIL Expert level which means that, on successful completion of a balanced set of modules across the Service Capability and Service Lifecycle Intermediate Streams, a candidate will have attained the necessary credits to achieve the Expert award.

Recognising the value of earlier modules, the new credit system has also been widened to include earlier Version 1 and 2 ITIL qualifications, which at present include the v2 Foundation, v2 Practitioner modules and the v1 or v2 Service Manager. Other closely related qualifications will also be considered for inclusion in the credit scheme. Details of these will be announced on the official ITIL site (see url on last page) as they are confirmed.

Bridging courses

Candidates who hold earlier ITIL qualifications can update their knowledge and certification via a series of *bridging* courses, such as the Foundation Bridging Course. These courses will also earn a candidate credits towards the Expert Level.

The International v3 Senior Examiners' Panel has developed the credit system using an in-depth process of assessing existing ITIL qualification content and coverage against the new version of ITIL, to create a fair and balanced system which accommodates a range of certification combinations.

Relationship between version 3 and version 2

Individuals with existing ITIL v2 qualifications can use those qualifications as credits towards the Expert or may find that the credits or qualifications they hold will make them eligible for the current v3 Bridging routes.

Foundation level – there is a short bridging course which covers the differences between v2 and v3 and allows someone to take an exam to demonstrate their understanding of the ITIL v3 approach.

ITIL V2 Practitioner qualifications count towards the ITIL Expert in Service Management. Depending on whether an individual holds a single topic certificate or a clustered certificate, the credits will vary (see the Table of Credits on the next page).

Any **ITIL V2 Service Manager** who wishes to gain the v3 Expert Level can take a bridging course and must pass the v3 Managers Bridge examination. The course covers the new concepts within ITIL v3 and fully integrates the benefits of the Lifecycle approach.

Credit values for existing certification

Certification must have been acquired from the following Accredited Examination Institutes:

- Examination Institute for Information Science (EXIN)
- Information Systems Examination Board (ISEB)
- Loyalist Certification Services (LCS)
- APM Group (APMG) – Examination Institute

Under the Qualification Scheme, the following credits are granted for v1 and v2 and v1/v2 to v3 bridging certifications:

| Table of credits | | | |
|--|---|--|----------------------|
| v1/v2 certification | Credit for ITIL v3 certification | Bridge certification | Bridge credit |
| v2 ITIL Foundation | 1.5 | v2 – v3 Foundation Bridge | 0.5 |
| v2 ITIL Practitioner Clusters: Plan and improve Agree and define Support and restore Release and control | 3.5 | Holders of 12 credits or more are eligible for the v3 Managers Bridge and Managing Across the Lifecycle, leading to ITIL Expert certification | 5 |
| Singles: Service Desk and incident management Service level management Release management Problem management IT service continuity management Financial management Configuration management Change management Capacity management Availability management | 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 |
| Service Manager v1 ITIL Service Manager v2 ITIL Service Manager | 17 | v3 Manager Bridge leading to ITIL Expert certification | 5 |

Credit administration policy

Following the full release of the Intermediate qualifications, and the completion of the core modules in the v3 scheme, the credit policy was reviewed to ensure that it enables candidates to make the most of their current certifications and knowledge, and to offer clearer, more concise guidance on the potential certification options and routes available to them through the scheme.

Please see the ***New ITIL V3 Credit Administration Policy*** for full details.

The ITIL courses

Foundation level

Candidates who wish to obtain a v3 Foundation level certificate and who are currently in possession of a valid v2 Foundation certificate can select from two options:

- Successfully pass the v3 ITIL Foundation Certificate in IT Service Management Examination

OR

- Successfully pass the v2 – v3 ITIL Foundation Bridge exam

Accredited course attendance is required.

v2 Practitioner level

A number of v2 Practitioner courses are available. Under the Qualification Scheme, the v2 Practitioner qualifications have been evaluated and assigned certain credits.

The following options are available for those candidates.

Candidates who possess a minimum of 12 credits from v2 Practitioner (clustered or single) certification will be eligible for the v3 Managers Bridge and must achieve the following in order to be awarded the ITIL Expert Certification:

- Complete the v3 Managers bridge course through an accredited training provider and successfully pass the v3 Managers Bridge exam

AND

- Attend the v3 Managing Across the Lifecycle course through an accredited training provider and successfully pass the exam

Candidates who possess less than 12 credits from v2 Practitioner (clustered or single) certifications, must:

- Complete a balanced selection of accredited v3 Service Capability or Service Lifecycle modules from an accredited training provider and successfully pass the module exam(s) to attain 17 or more credits

OR

- Obtain additional credits by achieving additional v2 Practitioner certifications to attain 12 or more credits (under the v2 Scheme requirements, so long as the certifications remain publicly available) in order to become eligible for the v3 Managers Bridge Certificate

AND

- Attend the v3 Managing Across the Lifecycle course through an accredited training provider and successfully pass the exam.

It is also likely that some existing v2 Practitioner candidates will wish to proceed into the v3 Service Lifecycle or Capability stream to further enhance their learning.

NOTE: in order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.

v1 or v2 Service Manager

Candidates who have achieved the v1 or v2 Service Manager certification can gain the v3 ITIL Expert certification by attending a v3 Manager Bridge course offered by a v3 Accredited Training Organisation (ATO) AND successfully completing the Manager Bridge Examination.

The Manager Bridge course covers the subject areas of all five Lifecycle stages which are new to v3 and those existing subject areas of v2 which have undergone significant change in v3. It will bridge the gap between the ITIL v1 or v2 Service Manager Certificate in IT Service Management and the ITIL Expert certification in IT Service Management. This course is only intended for those holding a valid ITIL Manager's Certificate in IT Service Management based on ITIL versions 1 and 2 and those v2 Practitioners who have accrued sufficient credits.

Target group

The target group of the ITIL Bridge Qualification: ITIL v3 Managers to ITIL v3 Expert:

- Individuals who already hold the Manager's Certificate in IT Service Management at an earlier ITIL version, who wish to obtain the ITIL Expert in IT Service Management, thereby demonstrating their knowledge of ITIL v3
- Individuals who hold sufficient v2 Practitioner Credits and would like to obtain the ITIL Expert qualification by successfully completing the v3 Managers Bridge and The Managing across the Lifecycle accredited courses and examinations.

In order to benefit fully from the course, all candidates should read the ITIL service lifecycle practices core guidance, which includes:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement
- Introduction to the service lifecycle (optional but recommended)

There is mandatory accredited course attendance for the examination.