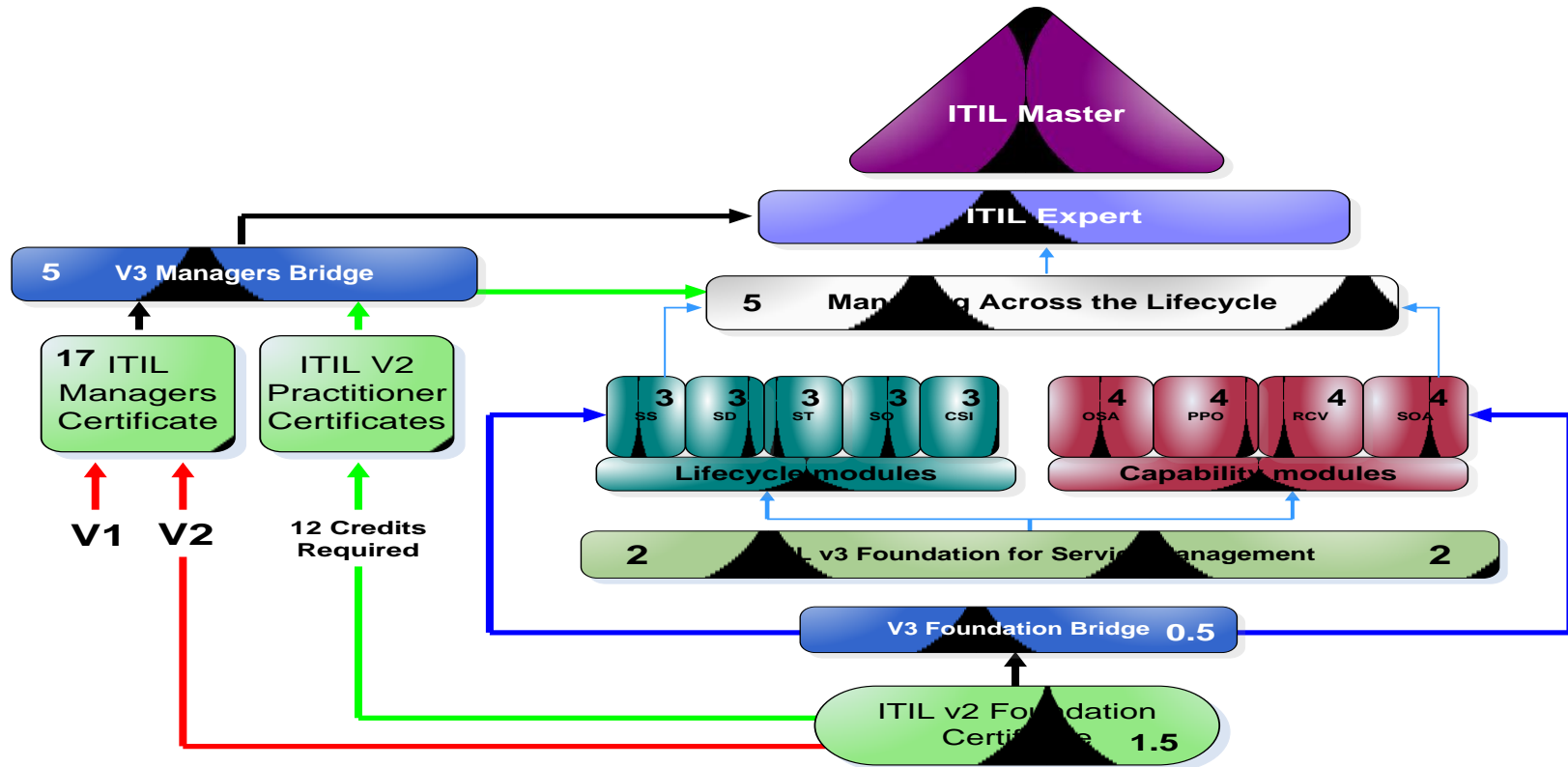


QUICK REFERENCE CARD: ITIL V3 QUALIFICATION SCHEME



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SS = Service Strategy
 SD = Service Design
 ST = Service Transition
 SO = Service Operation
 CSI = Continual Service Improvement

OSA = Operational Support & Analysis
 PPO = Planning, Protection & Optimization
 RCV = Release, Control & Validation
 SOA = Service Offerings & Agreements

ITIL Expert = 22 credits
 V2 Practitioners:
 Single = 2 credits
 Cluster = 3.5 credits



QUICK REFERENCE CARD: ITIL V3 QUALIFICATION SCHEME



Module type	FOUNDATION		FOUNDATION BRIDGE		MANAGER BRIDGE
Credit value	2		0.5		5
Course	18 hrs		Mandatory, 9.5 hrs		Mandatory, 28 hrs
Exam type	Multiple choice, 40 questions		Multiple choice, 20 questions		Multiple choice, scenario based, 20 questions
Duration	60 mins		30 mins		90 mins
Prerequisites	No		Foundation V1 or V2 certificate		Service Manager V1 or V2 certificate
Pass mark	65%		65%		80%
Marking	Standard		Standard		Standard
Student/ trainer ratio	25		25		16
Trainer requirements	Foundation V3 certificate* plus min. 9 credits		Foundation V3 certificate* plus Foundation V1 or V2 certificate (or higher) plus min. 9 credits		Service Manager plus Manager Bridge certificate

Module type	INTERMEDIATE: LIFECYCLE		INTERMEDIATE: CAPABILITY		MANAGING ACROSS THE LIFECYCLE (MALC)
Credit value	3		4		5
Course	Mandatory, 21 hrs		Mandatory, 30 hrs		Mandatory, 30 hrs
Exam type	Multiple choice, scenario based, 8 questions		Multiple choice, scenario based, 8 questions		Multiple choice, scenario based, 8 questions
Duration	90 mins		90 mins		90 mins
Prerequisites	Foundation V3 certificate*		Foundation V3 certificate*		Foundation V3 certificate*, min. 17 credits
Pass mark	70%		70%		70%
Marking	Gradient scoring based on 5-3-1-0 system		Gradient scoring based on 5-3-1-0 system		Gradient scoring based on 5-3-1-0 system
Student/ trainer ratio	18		18		18
Trainer requirements	ITIL Expert, plus certificate for module being taught		ITIL Expert, plus certificate for module being taught		ITIL Expert, plus MALC certificate

***Note 1:** Where V3 Foundation certificate is required, this can also be gained via bridging option (Foundation V1/V2 plus Foundation Bridge, or Service Manager V1/ V2 plus Manager Bridge). For full details, refer to the Trainer Criteria document.

Note 2: Candidates are advised to study across the breadth of the subject matter (see Credit Policy and Credit Profiler for guidance).

Note 3: For more information, refer to the official V3 Scheme Documents, and also the website/ FAQ page at www.exin-exams.com.

