

Document Control Information

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Statement from the ITIL Qualifications Board

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The ITIL Qualification Board is pleased to make the following announcements regarding ITIL V3 qualifications. A public version of this announcement will be released to the general public on Friday, May 23, 2008.

Official Qualification Titles:

The Qualification Board involved the ITSM community by surveying itSMF members and Accredited Training Organisations (ATOs) on their preference for the formal titles of ITIL Qualifications. The results of the survey were reviewed and endorsed by the Board and are as follows:

Service Lifecycle and Service Capability Modules and Managing Across the Lifecycle will be known officially as **ITIL Intermediate** Certificates.

A candidate who has achieved the minimum accumulation of 22 credits across a selection of balanced V2 and V3 modules will be awarded the **ITIL Expert** Certificate.

Candidates who satisfy the requirement of the currently titled Advanced level will be awarded the **ITIL Master** Certificate.

Official Launch Dates of V3 Intermediate Qualifications:

Subsequent to the survey of ATOs, the Qualification Board has considered the sequence and launch dates for all Intermediate Qualifications. The order of release is based on a combination of feedback from the training community and progress to date by the development teams. This is an official notification for ATOs to publicly market the availability of courses to their customers and advance notification for ATO preparedness for accreditation to deliver the Intermediate Modules.

Examinations will be made available via ATOs from the following dates (subject to achieving accreditation):

October 1, 2008*Service Lifecycle Modules:*

Service Transition

Service Operation

Service Capability Modules:

Service Offerings & Agreements

Operational Support & Analysis

Release, Control & Validation

January 1, 2009*Service Lifecycle Modules:*

Service Strategy

Service Design

Continual Service Improvement

Managing Across the Lifecycle

Service Capability Modules:

Planning, Protection & Optimization

The Qualification Board consider that this launch schedule will allow ATOs time to prepare for accreditation of courseware and trainers with their Examination Institute.

An initial period post launch of the live examination will be considered a “live” pilot. All candidates taking the exams will be required to be notified that they are participating in a live pilot. Exam sittings during this time will undergo a full moderation by the V3 examiner panel. Results will be issued to Candidates subsequent to the moderation of papers.

Leading up to the release of live papers there will be a period of **Pre-launch examination testing**, which will coincide with the release of final versions of the syllabuses:

Stage 1 – Closed ATO pilots

Each of the Intermediate examinations have undergone extensive internal pilot testing. To further ensure the examination quality and to provide an opportunity for the ATO community to participate in the Quality Assurance of the Intermediate exams, closed pilot tests will be conducted. A small group of trainers and/or examiners from the ITIL community will be invited by their EI to participate in testing the Intermediate qualifications as they become available. Examinations taken by these pilot test groups will be reviewed by the examiner development teams to review results and quality improvements will be made based on the feedback to each module prior to live release. The purpose of this pilot test is for examination validation and is not to be considered as a certification opportunity; therefore no results will be issued to pilot participants.

Stage 2 – ATO Intermediate Module Certification

All Accredited Training Organization's trainers will be offered an opportunity to take the available Intermediate module examinations prior to the public launch. Each examination will be made available during a specific time period and the results passed to the examiner development teams for moderation, following which, results and certificates will be issued to successful candidates.

The table overleaf indicates the time period of examination availability for the purposes of ATO certification.

V3 Intermediate Qualifications Release Stages and Availability

Qualification	STAGE 1: Initial Exam Availability Period*	STAGE 2: ATO Certification Exam Availability Period	STAGE 3: Release to all candidates for "Live" Pilot
LIFECYCLE			
Service Operation	JUNE / JULY	JULY / AUGUST	OCTOBER
Service Transition	JUNE / JULY	AUGUST	OCTOBER
Service Design	JULY / AUGUST	SEPTEMBER	JANUARY
Service Strategy	JULY / AUGUST	SEPTEMBER	JANUARY
Service Improvement	JULY / AUGUST	SEPTEMBER	JANUARY
CAPABILITY			
Release Control and Validation (RCV)	JUNE / JULY	JULY	OCTOBER
Operation Support and analysis (OSA)	AUGUST	AUGUST / SEPTEMBER	OCTOBER
Service Offerings and Agreements (SOA)	JULY / AUGUST	SEPTEMBER	OCTOBER
Planning, Protection and Optimization (PPO)	JULY / AUGUST	SEPTEMBER / OCTOBER	JANUARY
MANAGING ACROSS THE LIFECYCLE	AUGUST / SEPTEMBER	SEPTEMBER / OCTOBER	JANUARY

** Examination Quality Assurance and Review to follow close of pilots. No results will be released.*

Student to Trainer ratios for Intermediate Modules:

The ITIL Qualification Board has established maximum student to trainer ratios for all Intermediate qualifications at 12 students to 1 trainer for classroom style delivery of intermediate courses. An additional trainer will be required for classes over 12 students. An ATO may request a variance for this ratio limit under exceptional circumstances. Each request will be dealt with on a case-by-case basis by the Examination Institute that has certified the ATO.

Trainer Eligibility:

All V3 Qualifications have specific trainer eligibility criteria which must be met prior to trainers being authorized to deliver V3 qualifications. Existing trainers will have until January 2009 to meet the criteria, and all new trainers being accredited must meet the criteria by October, 2008.

At a minimum, every trainer delivering the Intermediate qualifications (and higher) must possess a certification in the qualification they wish to deliver.

The full eligibility criteria will be published in a separate document later this month.

If you have questions regarding this notification, please contact your Examination Institute.