

EXIN and the Refresh of ITIL®

Certification for ITIL® version 2 and ITIL® version 3

The Information Technology Infrastructure Library (ITIL®) is a collection of best practices in the field of IT Service Management. The first version of ITIL® from the nineteen eighties was followed up in 2001 by version 2, and version 3 was introduced at the end of May 2007.

The new ITIL literature now comprises five volumes: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. The five volumes represent the different stages of the service lifecycle.



In these new ITIL® books the connection between IT and business occupies centre stage. The focus lies on the continuous improvement of the services and getting the Service Lifecycle in order.

Difference ITIL® version 2 and version 3

The introduction of ITIL® version 3 does not mean that ITIL® version 2 will be immediately discarded. On the contrary. In practice, most organizations are now very busy training and certifying employees and designing the business processes in accordance with version 2. Version 2 focuses especially on the description and management of processes, which is a major requirement at most IT organizations at this point in time. Version 3 on the other hand focuses on the results you can attain if you have sorted out the processes (the services). Only a few organizations have reached that phase of maturity.

In the long term, more and more people will switch to or start with ITIL® version 3 and then also use it in the organization. Version 3 focuses on the Lifecycle Principle and not on the individual processes. The continuous improvement of the services occupies centre stage, and this is exactly what all companies ultimately want to achieve with the efficient design of the processes.

Consequences of the introduction of version 3 for examinations

At EXIN you can get certified for ITIL® version 2 at three levels: Foundation, Practitioner and Manager. A lot of work is currently being performed on the development of the entire certification scheme for ITIL® version 3. Through EXIN you can already obtain several ITIL® version 3 certificates.

EXIN recommends students who have already made considerable progress, to continue their studies with ITIL® version 2 examinations. Employees from organizations that are already busy with the design of the processes in accordance with ITIL® version 2 can best certify for version 2. If your organization is ready for version 3, or if you just want to keep up-to-date with the latest developments, it is best to start with version 3.

Naturally all attained IT Service Management certificates retain their value in the ITIL® version 3 certification program and the separate examinations are each worth a number of points, also referred to as credit points. The ITIL® knowledge is brought up-to-date by means of so-called bridge examinations. You will find more information on the regulation with respect to credit points attained for version 2 in relation to version 3 in the full Certification scheme (see next page).

Two Foundation examinations

At EXIN you can choose from two Foundation examinations for IT Service Management:

- IT Service Management Foundation (based on ITIL®) (ITILF) (version 2)
- ITIL® V3 Foundation (ITV3F)(version 3)

As for the time being, most organizations are still busy with the implementation of version 2, you will certainly be able to do the current Foundation examinations based on version 2 at EXIN until at least the end of 2009: IT Service Management Foundation (based on ITIL®) (ITILF). This examination tests the basic knowledge of ITIL® version 2 and is available in fourteen languages.

If you want to get certified for the basic knowledge of ITIL® version 3, you can take the new Foundation examinations via EXIN: ITIL® V3 Foundation (ITV3F) (available in several languages, see: www.exin-exams.com). With this certificate you can join EXIN's broad certification program. EXIN also offers this examination worldwide. If you take this examination through EXIN, you can count on the same service and professional supervision during the examination sessions that you have come to expect from us.

Transferring from version 2 to version 3

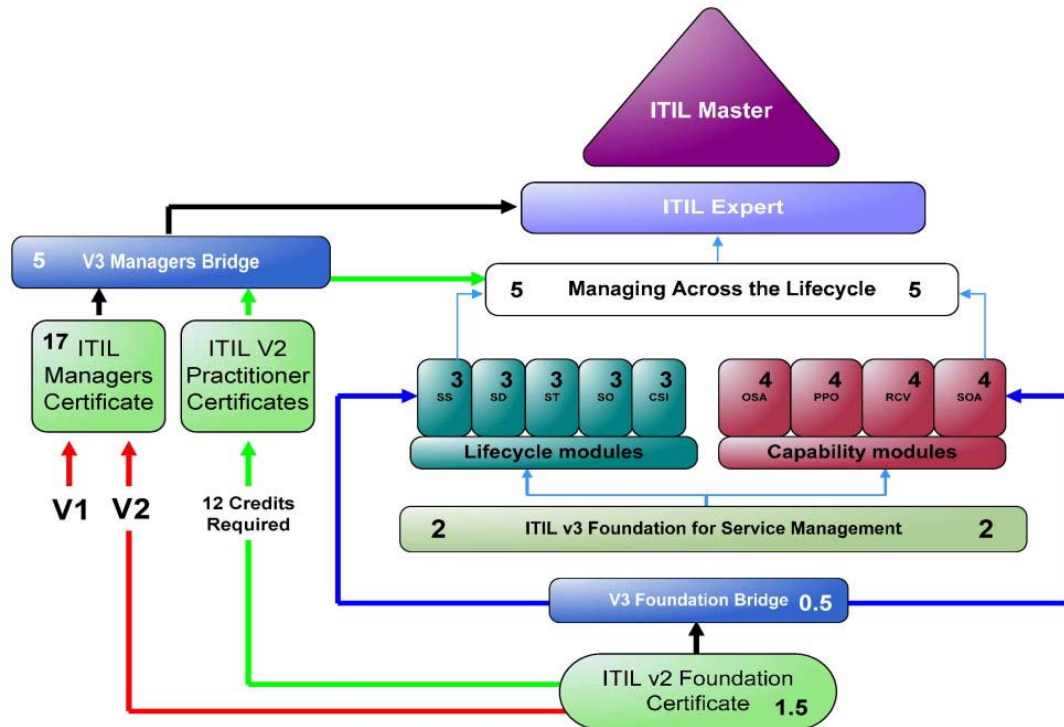
Foundation Bridge-examinations

A V3 Bridge examination is now available to enable you to transfer from version 2 Foundation to version 3 Foundation. Do you want to transfer from V2 to V3 and have you obtained the ITIL® Foundation version 2 certificate? In that case you can participate in the V3 Bridge examinations (ITV23FB) (available in several languages, see: www.exin-exams.com).

Another bridge examination (Managers Bridge), which enables you to transfer to the ITIL® version 3 certification program, is also available in English for candidates who are already certified for ITIL Service Manager(or for candidates who have obtained at least twelve credits based on Practitioner certificates). For more information or a personal study advice, please contact EXIN's service desk via +31 (30) 234 48 25 or info@exin-exams.com, or your training provider.

Certification scheme ITIL version 3

An entirely new certification scheme has been designed for ITIL® version 3. After ITIL® Foundation it is possible to choose from the Lifecycle stream and/or the Capability stream, which is the Intermediate level. The follow-up examinations (see below) are still under development.



You will obtain the ITIL® Expert Certification when you have a total of 22 points:

1. The ITIL® V3 Foundation examination (2 points)
2. A number of examinations from the Lifecycle and/or Capability direction (15 points in total)
3. The 'Managing across the Lifecycle' examination (5 points).

Intermediate

The five examinations from the Lifecycle stream are based on the five core books of ITIL® version 3: Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. The four examinations from the Capability stream contain four clustered processes: Planning, Protection & Optimization (PP&O), Service Offerings & Agreements (SO&A), Release, Control & Validation (RC&V) and Operational Support & Analysis (OS&A). Managing across the Lifecycle completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices.



Planning of the availability of examinations

EXIN has been offering the English-language ITIL® version 3 Foundation examination worldwide since June 2007. The Bridge examinations for ITIL Foundation have been available since August 2007. The Bridge examination for ITIL® Service Manager is available since February 2008. The so-called Lifecycle and Capability examinations became available in the fourth quarter of 2008. The ‘Managing across the Lifecycle’ examination is expected to be available early 2009. For a full and up-to-date overview of available exams in several languages, please check: www.exin-exams.com

EXIN & IT Service Management

From the early 1990s, EXIN, as an independent Examination Institute, has been setting up the ITIL® based certification program and developing and providing ITIL® examinations worldwide at three different levels: Foundation, Practitioner and Manager. EXIN offers these ITIL® examinations worldwide and accredits ITIL® trainers. In 2006, the Office of Government Commerce (OGC), a department of the UK Treasury which owns the ITIL® trademark, decided to outsource both the management of the ITIL® trademark and the accreditation of examination institutes to APMG. With the signing of a contract between APMG and EXIN at the beginning of 2007, APMG granted EXIN accreditation as an examination institute to offer the ITIL® examinations for version 3. Furthermore, EXIN continues to accredit trainers worldwide, not just for version 2, for which EXIN has been authorized by OGC, but also from 1 July 2007 for ITIL® version 3 examinations. Because of this, EXIN is able to guarantee training providers continuity in their accreditation process.

EXIN has a seat on the international ITIL® Qualification Board, so that EXIN is involved in and keeps abreast of the development of the ITIL® examinations. Together with other examination institutes, TSO as the publisher of ITIL literature, itSMF International, OGC and a representative from the accredited ITIL trainers, EXIN has a say in determining the examination requirements and the examinations. In this way, EXIN can make a strong case for the quality of IT Service Management, not only for its own certification, but also right across the field of study.

Questions? Questions!

Do you have any questions about the current IT Service Management certification? Please visit www.exin-exams.com for up-to-date information about examination requirements, examination fees, etc. Or contact EXIN’s service desk: info@exin-exams.com, tel.: + 31 30 234 48 25, or your training provider.



ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.