



ITIL Course Summary						
Course	# of Credits	Duration	Exam Time	# Questions	Pass Ratio	Availability
V2 Foundation	1.5	2 or 3 days	60 minutes	40	26/40 (65%)	Available
V2/V3 Bridge	.5	1 day	30 minutes	20	13/20 (65%)	Available
V3 Foundation	2	3 or 4 days	60 minutes	40	26/40 (65%)	Available
V2 Practitioner Single	2 (per Single)	2 days	120 minutes	40	26/40 (65%)	Retired
V2 Practitioner Cluster	3.5 (per Cluster)	5 days	120 minutes	40	26/40 (65%)	Available
V2 Service Manager (2 exams required)	17	10 days	180 minutes per exam	5 per exam	50%	Available
V2/V3 Service Manager Bridge	5	5 days	90 minutes	20	16 (80%)	Available
Capability Stream (4 courses)	16 (4 per Course)	5 days (per Course)	90 minutes	40	28/40 (70%)	Available
Lifecycle Stream (5 courses)	15 (3 per Course)	3 days (per Course)	90 minutes	40	28/40 (70%)	Available
Managing Lifecycle	5	5 days	90 minutes	TBD	65%	2009
ITIL Expert*	22 credits accumulated from above courses					Available
Advanced Level	ITIL Diploma required	TBD	TBD	TBD	TBD	2009

### V2 vs V3

The changes reflect the way ITSM has matured over the past decades. For example: Where V2 talked about Business and IT Alignment, V3 emphasizes Business and IT integration.

- Where V2 talked about Value Chain Management, V3 emphasizes Value Network Integration.
- Where V2 talked about Linear Service Catalogues, V3 emphasizes Dynamic Service Portfolios.
- Where V2 talked about Collection of integrated processes, V3 emphasizes Holistic Service Management Lifecycle.

## ITIL Course Descriptions

Course	Prerequisite	Target Group	Description
V2 Foundation	None	Anyone who requires a basic understanding of ITIL	Covers the 10 key processes and 1 function described in the Service Support book and the Service Delivery book
V2/V3 Bridge	V2 Foundation	Individuals who require a basic understanding of V3	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.
V3 Foundations	None	Anyone who requires a basic understanding of ITIL	Covers the Service Lifecycle components in the Service Strategy, Service Design, Service Transition, Service Operations and Continual Service Improvement books
V2 Practitioner Single	V2 Foundation	Individuals who require a deeper understanding of a specific process	Provides in-depth information about a specific process and how it may be implemented in an organization.
V2 Practitioner Cluster	V2 Foundation	Individuals who require a deeper understanding of a specified set of processes	Provides in-depth information about a defined set of processes and how they may be implemented in an organization.  - IPSR – Service Desk, Incident Management & Problem Management  - IPRC – Configuration Management, Change Management & Release Management  - IPAD – Financial Management & Service Level Management  - IPPI – Capacity Management, Availability Management and IT Service Continuity Management
V2 Service Manager	V2 Foundation	Individuals who require a deeper understanding of all 10 processes and the Service Desk	In-depth coverage of the Service Support book and the Service Delivery book that provides information to enable managers to implement and manage the processes discussed.
V2/V3 Service Manager Bridge	V2 Service Manager or practitioner holders of 12+ credits	Individuals who require a deeper understanding of V3	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.
Capability Stream (4 courses)	V2/V3 Bridge or V3 Foundation	Individuals who require balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use.	Each course focuses on a role based cluster.  - Planning, Protection and Optimization – Availability Management, Capacity Management, IT Service Continuity Management, Demand Management, Risk Management & Information Security Management  - Service Offerings and Agreements – Service Portfolio Management, Service Level Management, Service Catalogue Management, Demand Management, Supplier Management & Financial Management  - Release, Control and Validation – Change Management, Service Release and Deployment Management, Service Validation and Testing, Service Asset and Configuration Management, Knowledge Management, Request Fulfillment & Service Evaluation (Available September 2008)  - Operational Support and Analysis – Event Management, Incident Management, Request Fulfillment, Problem Management, Access Management, Service Desk, Technical Management, IT Operations Management & Application Management (Available September 2008)
Lifecycle Stream (5 courses)	V2/V3 Bridge or V3 Foundation	Individuals who require a deeper understanding of the business fundamentals that drive the need for IT services and justify investments.	Each course focuses on one of the stages of the Lifecycle: Service Strategy, Service Design, Service Transition, Service Operations & Continual Service Improvement
Managing Lifecycle	V2/V3 Service Managers Bridge or Lifecycle Modules or Capability Modules (no less than 15 credits from Lifecycle and/or Capability Stream)	Individuals who require the knowledge required to implement and manage the components of the Lifecycle and Capability streams	Covers the following topics: Introduction to IT Service Management Business & Managerial Issues, Managing the Planning and Implementation of IT Service Management, Management of Strategic Change, Risk Management, Managerial Functions, Understanding Organizational Challenges, Lifecycle Project Assessment & Understanding Complementary Industry Guidance
ITIL Service Management Expert*	Minimum 22 credits (includes 2 from Foundation level and 5 from Managing Lifecycle or a V2 Certified Service Manager who passes the V2/V3 Service Manager Bridge exam)	Individuals who want to go forward to the Advanced Level	Certification illustrating the accumulation of credits through the Foundation level and the Intermediate level of ITIL
Advanced Level	In development		