

ITIL Certifications: What's New

Presented by:
Heather Cockerline

HDI Trillium Chapter
March 28, 2007

Loyalist

CERTIFICATION SERVICES

Quality Driven | Recognition Delivered

www.itilexams.com



Welcome

- Introductions
- Overview of topics



Session Objectives

- Introducing...Loyalist Certification Services
- LCS and itSMF
- ITIL Certifications
- Certification statistics
- ITIL Refresh
- Changing industry dynamics





Our mission is to deliver high quality examination services that meet or exceed client expectations every time.





Services we offer:

- ITIL[®] Certification Exams
- Back Office Certification Services for EXIN US
- Accreditation Services
- Proctor Services
- In Course Assessment Training



As partners in promoting ITIL[®], we...

- attend local and regional itSMF events
- actively promote the itSMF bookstore
- promote membership by distributing applications with new Foundation certificates
- send mail-outs for itSMF national conferences to all exam candidates
- promote itSMF at all IT Conferences we attend



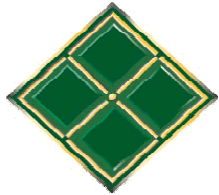
IT Service Management Certifications

LCS is an agent of EXIN for the distribution of the following ITIL[®] Certification exams:

- Foundation
- Single Discipline Practitioner
- Clustered Practitioner
- Service Manager
- Service Quality Management Foundation



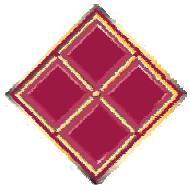
EXIN develops examinations for three ITIL-based certificates:



- The *Foundation Certificate in IT Service Management* guarantees your understanding of the basic terms, concepts, and relationships between ITIL processes.



- With the *Practitioner Certificate in IT Service Management* you have proven abilities in the specialized and practical aspects of one of the clustered ITIL processes.



- The *Manager's Certificate in IT Service Management* provides you with internationally recognized credentials that show you have clearly demonstrated your ability to implement and manage the overall IT Service provision.



EXIN IT SM exams available in:

Foundation

- English
- German
- Spanish
Latin American
- Spanish
European
- French
European
- French
Quebecois
- Chinese
- Japanese

Practitioner

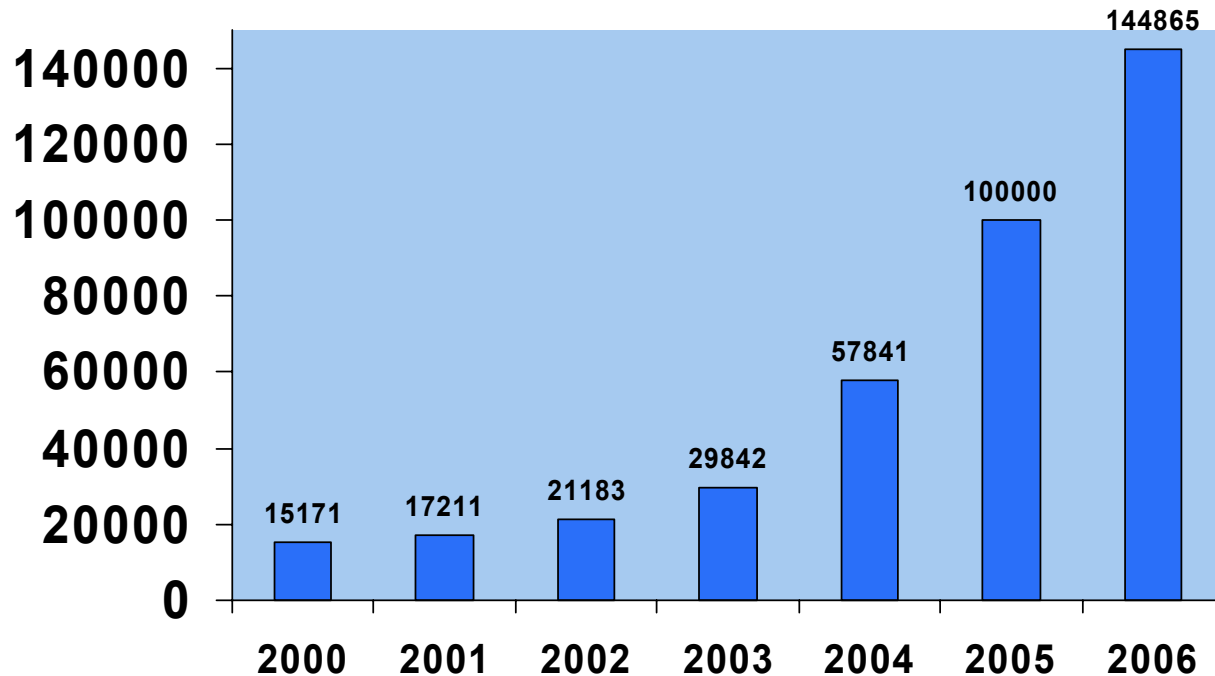
- English
- German
- Dutch
- Spanish
European
- French
- Japanese
(March 2007)

Service Manager

- English
- German
- Russian
- Japanese
- Dutch
- Spanish
Europe
- French
- Brazilian
Portuguese
(June 2007)



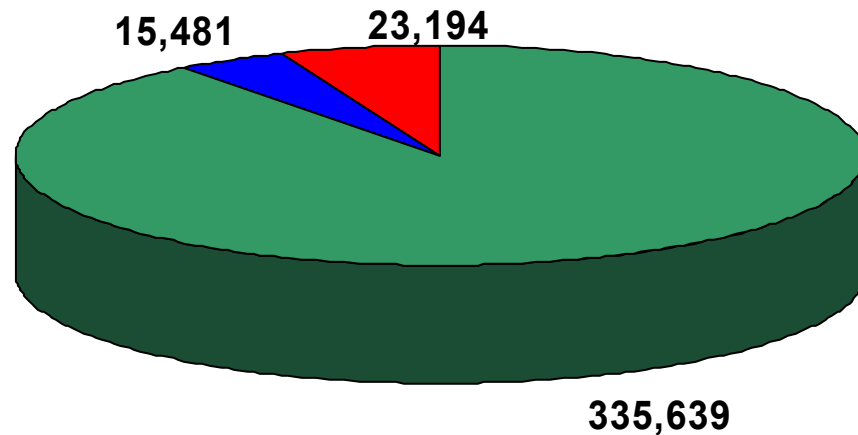
Growth Trend of ITIL® Exams delivered globally since 2000



Breakdown of ITIL® exams

Delivered between 1993 - 2006

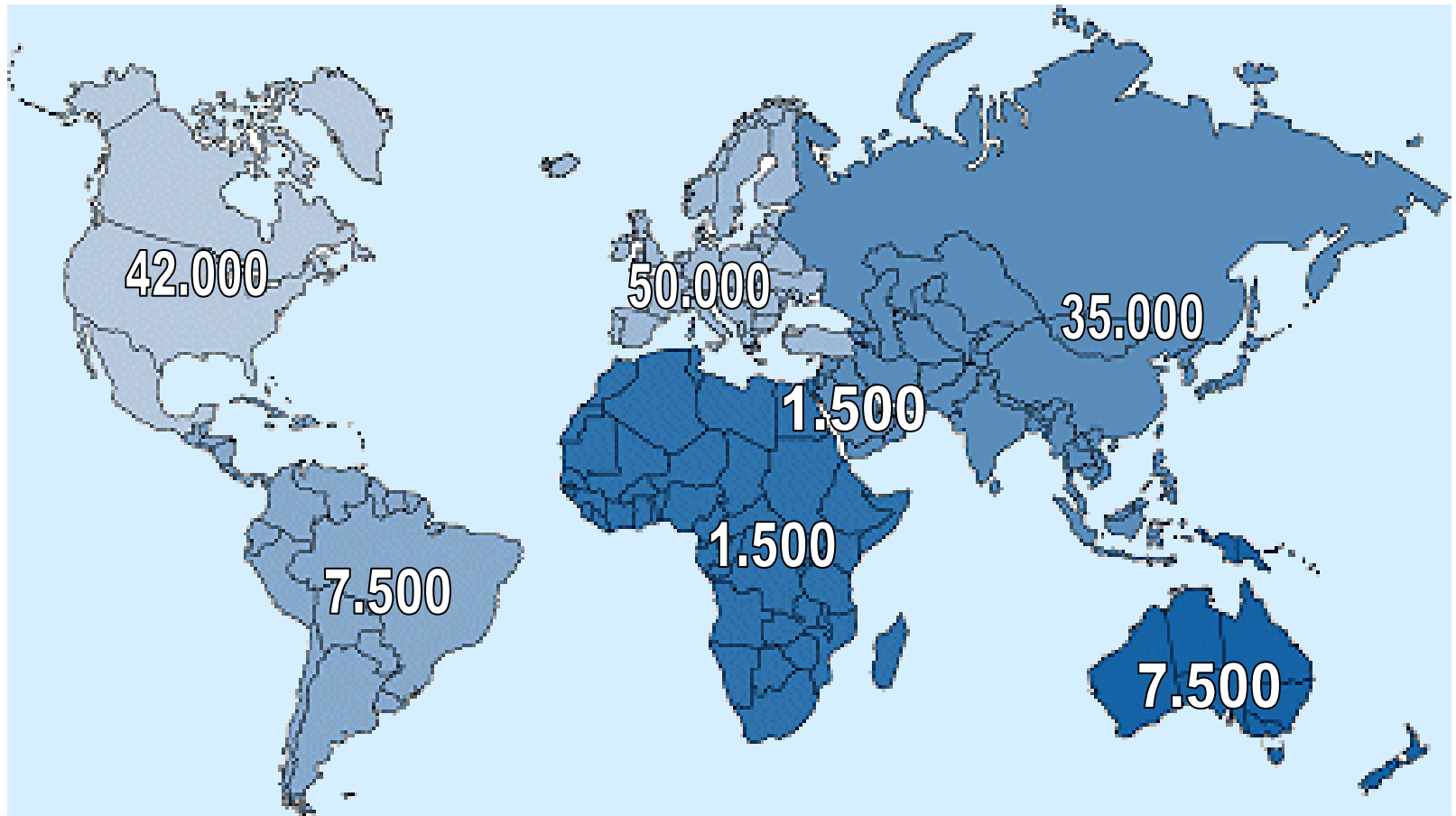
■ Foundation ■ Practitioner ■ Service Manager



In total, EXIN has delivered 374,314 ITIL® exams since 1993.



Distribution of ITIL® exams per region 2006



Foundation Exams



- Students have option to take a course or study online
- Training providers are not required to be accredited to deliver this course although it is available.
- Paper-based or web-based formats
- Average pass rate 89%



Practitioner Exams



- Most single discipline Practitioner exams were retired on January 1, 2007
- EXIN will retire Service Level Management and Security Management effective Dec 31, 2007
- Pre-requisites for all Practitioner courses include:
 - ITIL® Foundation Certification
 - Training from an Accredited TP





Practitioner Exams

Clustered Exams are now the focus

IPRC – Release and Control

IPSR – Support and Restore

IPAD – Agree and Define

IPPI – Plan and Improve



IPRC – Release and Control

Change, Configuration and Release

- ◆ Released in March 2005 after NA pilot
- ◆ Average pass rate 74%
- ◆ 14 Accredited Training Providers in North America



IPSR – Support and Restore

Service Desk, Problem and Incident Management

- ◆ Released in April 2006 after NA pilot
- ◆ North American pass rate 76%
- ◆ 14 Accredited Training Providers in North America



IPAD – Agree and Define

Service Level Management and Financial Management

- ◆ Pilots were held in Phoenix, AZ and Las Vegas, NV in early 2007
- ◆ Exam was released on March 1, 2007
- ◆ 4 Accredited Training Providers in NA



IPPI – Plan and Improve

Availability, Capacity and Continuity Management

- ◆ Release date expected June 2007
- ◆ Exam Requirements should be available soon





Service Manager

Pre-requisites for Service Manager:

- ITIL® Foundation Certificate
- Training from an Accredited Provider
- Successful In-class Assessment

Average pass rates

- ◆ Service Support - 62%
- ◆ Service Delivery – 59%



Service Manager Marker's Pool



North American marker's pool

- Always considering new markers
- Criteria:
 - must have obtained 65% or greater on the Service Manager exams.
 - must be independent of training
 - able to commit to deadlines



Service Management Quality Foundation



Good service is not enough anymore:
Define and measure quality!



Service Management Quality Foundation

- Quality Management for IT Services
- Traditional ISO model
 - ...do what you say, say what you do and prove it!
- Based on experience with ISO 9000
- Started as BS 15000 in the UK



Changing Industry Dynamics

Life is a progress, and not a station.

Ralph Waldo Emerson



ITIL® Version 3

- Background ITIL® V3
- ITIL® 2 - certifications will remain valid
- ITIL® books – V3 will have 5 + 1 books plus complimentary material including web templates



What ITIL V3 Looks Like

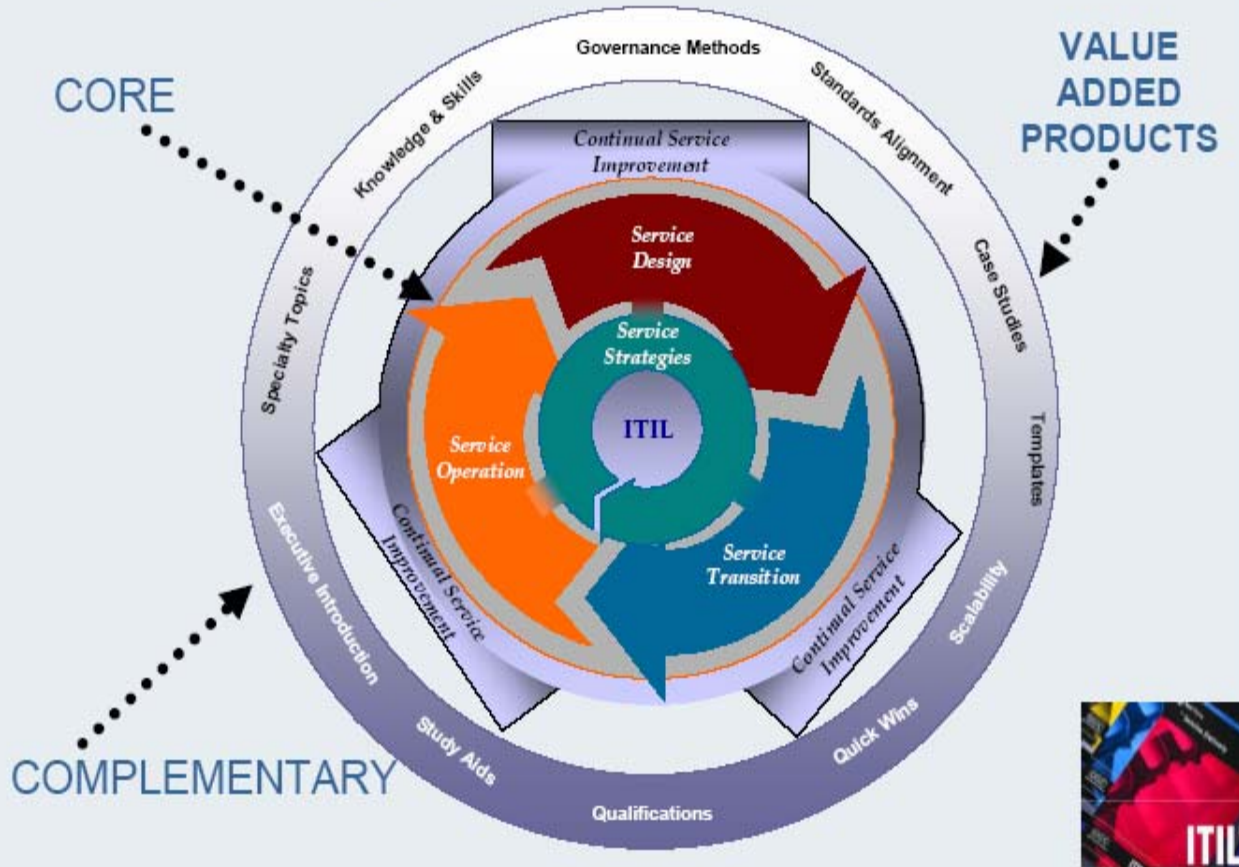


There will be 5 core books along with an Introduction to the Service Life Cycle

The books are scheduled to be published on May 30, 2007



V3 Package



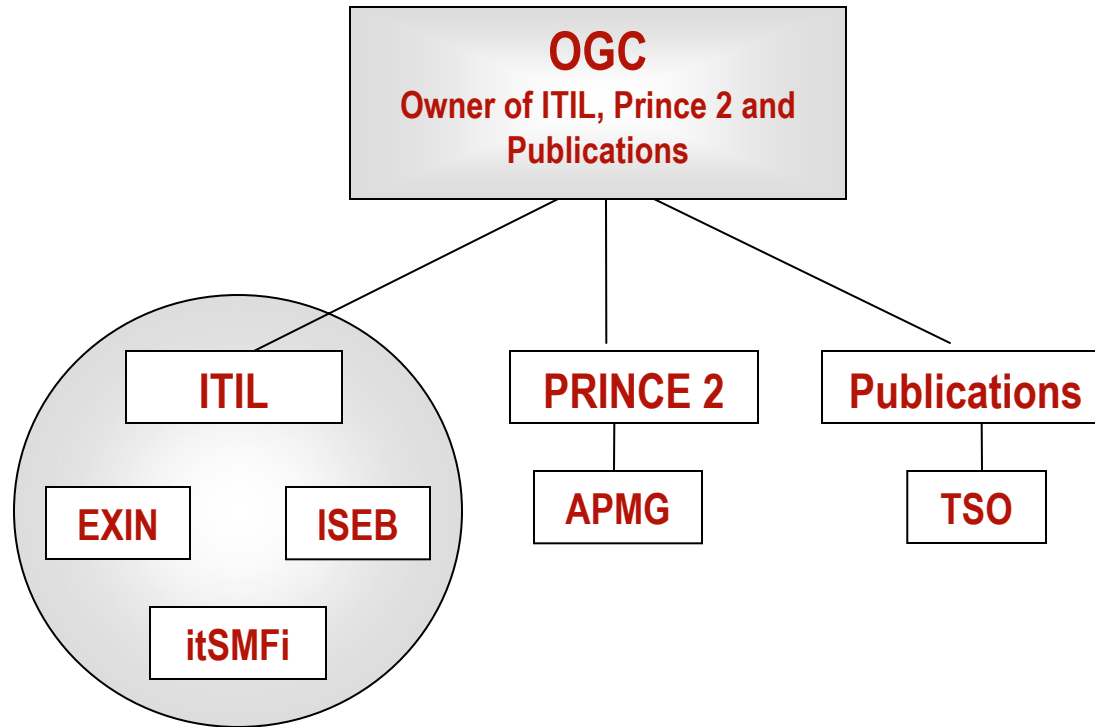
APMG

A Newcomer to the ITIL Scene

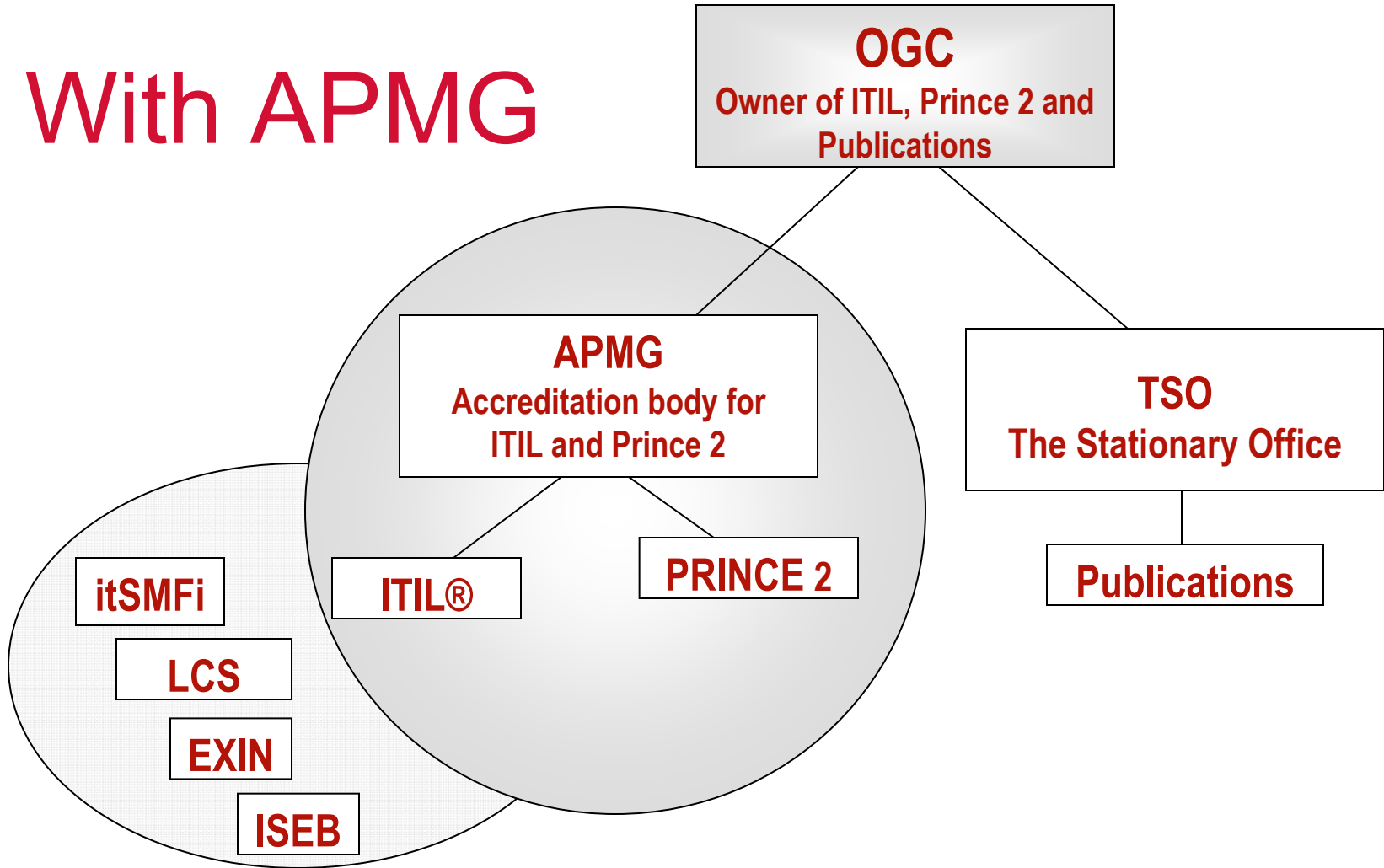
- Contracted to manage the ITIL® trademark for OGC
- Contracted to accredit Exam Institutes for ITIL®
- Will develop exams for all Exam Institutes
- APM Group began providing service in January 2007.



Before APMG



With APMG



Contact Us

www.itilexams.com

1-866-845-4870



Thank you!

Loyalist

CERTIFICATION SERVICES

Quality Driven | Recognition Delivered

www.itilexams.com

