

## FAQ – ITIL IT SERVICE MANAGEMENT

### 1. Which ITIL ® courses do Procept Offer?

Procept Associates offer various ITIL ® v2 and v3 courses that will enable participants to gain understanding and competencies in IT Service Management as described in Service Management of ITIL ® v2 publication, and ITIL ® v3 Publications including the: ITIL ® Service Strategy, ITIL ® Service Design, ITIL ® Service Transition, ITIL ® Service Operation, ITIL ® Continual Service Improvement, ITIL ® Introduction and ITIL ® Glossary publications.

Each course, with the exception of ITIL ® for IT Management and Justifying ITIL ® to Business Executives, has certification examinations usually held on the last day of the course or at a designated period. Instructional time per course ranges from 7 – 77 hours and is delivered as on-site training at your company world wide, or through one of our partnered universities in North America, and directly to our public customers at any of our training centers in Africa.

The list below presents all v2 and v3 courses, some of which are currently undergoing development.

### PROCEPT ASSOCIATES LTD. - ITIL V2 AND V3 COURSES

#### ITIL IT SERVICE MANAGEMENT COURSES (V2)

##### **ITIL Foundation/Fundamentals:**

- |   |                                  |        |
|---|----------------------------------|--------|
| 1 | ITIL for ITIL Management         | 1 days |
| 2 | IT Service Management Foundation | 3 days |

##### **ITIL Practitioners:**

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|---|---|--------|
| 3 | ITIL Practitioner in Service Desk and Incident Management | 3 days |
| 4 | ITIL Practitioner in Problem Management                   | 3 days |
| 5 | ITIL Practitioner in Service Level Management             | 3 days |
| 6 | ITIL Practitioner in Release and Control                  | 5 days |

##### **ITIL Management:**

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|---|--|---------|
| 7 | ITIL Manager: Service Support and Delivery | 11 days |
| 8 | Justifying ITIL to Business Executives     | 4 days  |

#### ITIL IT SERVICE MANAGEMENT COURSES (V3)

##### **ITIL Foundation/Fundamentals:**

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|--|--|--------|
|  | IT Service Management Foundation V3    | 3 days |
|  | ITIL V2-V3 Foundation Bridge           | 1 day  |
|  | ITIL for ITIL Management               | 1 day  |
|  | Justifying ITIL to Business Executives | 4 days |

**Service Lifecycle Modules:**

ITIL Service Strategy	3 days
ITIL Service Design	3 days
ITIL Service Transition	3 days
ITIL Service Operation	3 days
ITIL Continuous Service Improvement	3 days

**Service Capability Modules:**

ITIL Planning, Protection and Optimization	5 days
Service Offerings and Agreements	5 days
Release, Control and Validation	5 days
Operational Support and Analysis	5 days

**Becoming ITIL Expert:**

ITIL Managing Through The Lifecycle	5 days
ITIL V3 Service Manager Bridge	5 days

2. Which ITIL® course is right for you?

This certainly depends on the purpose for the course and where you are as of now. For an individual or an organization that has invested in ITIL ® v2 training and/or implementation, we suggest continuing along the v2 path and then taking the appropriate bridging course and examination. But if ITIL ® is new to you or the organization, then you may wish to consider starting with v3 programs. You may also purposely choose v2 programs and plan for a bridging course later on.

3. Can I do self study and still be allowed to take ITIL ® exams?

Yes, you can for ONLY the Foundation course. It is however a pre requisite that you attend an accredited course from an accredited training provider such as Procept Associates (or through its university partners) prior to being allowed to write v2 – practitioner and manager examinations, and v3 – intermediate level examinations.

4. Where does Procept offer its courses?

In North America and Africa. But we are expanding to other geographical markets. Please contact us if you would like to take us into any new geography or country.

5. Can Procept arrange for a set of courses to be taken overseas?

Yes, of course. We can offer courses in any of the countries we have presence and any other country of your choice. Please be in touch with our sales executives in your country or market for more information.

6. How do I justify ITIL ® to my executives and implement ITIL ®?

Justifying ITIL to IT and business executives could be very difficult without experience. Procept offers a short four day program that can assist you in this regard. Procept also offer other consulting services including ITIL ® implementation planning and assistance. Please refer to our consulting services for details.

7. What ITIL consulting services do Procept offer?

**PROCEPT ASSOCIATES LTD. - ITIL CONSULTING SERVICES**

- 1 Assess ITIL maturity of an organization
- 2 Audit the IT Organization for effectiveness/efficiency
- 3 ITSM process design, evaluation and recommendation
- 4 Develop ITIL Implementation Plan (v2/v3)
- 5 Assist with ITIL Implementation (v2/v3)
- 6 Develop business (IT service) continuity plans
- 7 V2/V3 Migration Planning

8. What does ITIL® stand for and what has been happening with ITIL®?

ITIL® stands for Information Technology Infrastructure Library; It is owned by Office of Government Commerce, a part of the UK Government.

The ITIL® philosophy grew up around the guidance contained within the ITIL® core books and the supporting professional qualifications scheme. In the 1990s, the ITIL® core books were updated to Version 2 and accompanying qualifications were developed by ISEB and EXIN in agreement with the then official accreditor, the Office of Government Commerce (OGC), and the user's forum, the IT Service Management Forum (itSMF).

However, in line with the fast developing nature of the industry, Service Management as a concept evolved, so in 2004 the OGC decided it was time to refresh the ITIL® guidance. The ITIL® Refresh project began back in November 2004 with the aim of improving the usefulness and applicability of ITIL®, and clarifying the link between employment of the best practices and business benefits. Each of the five books (Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement) was reviewed by almost 50 representatives of industry, representing different sized companies and various sectors, in public and private enterprise.

9. I already have an ITIL® certification – does Version 3 mean I have to retake it?

First of all, it's important for you to know that the recognition of your existing qualification will not change and it will always be highly valued as benchmark of your knowledge and ability. Therefore you will not need to retake your qualification in order to say you are ITIL® certified.

However, the qualification structure for ITIL® Version 3 will be different from Version 2 so if you would like to update your qualification to Version 3 there will be some bridging courses and exams you can take.

You can be reassured that the new structure will recognize the investment you have already made and you will not have to cover areas you have already completed in order to update your qualification to Version 3.

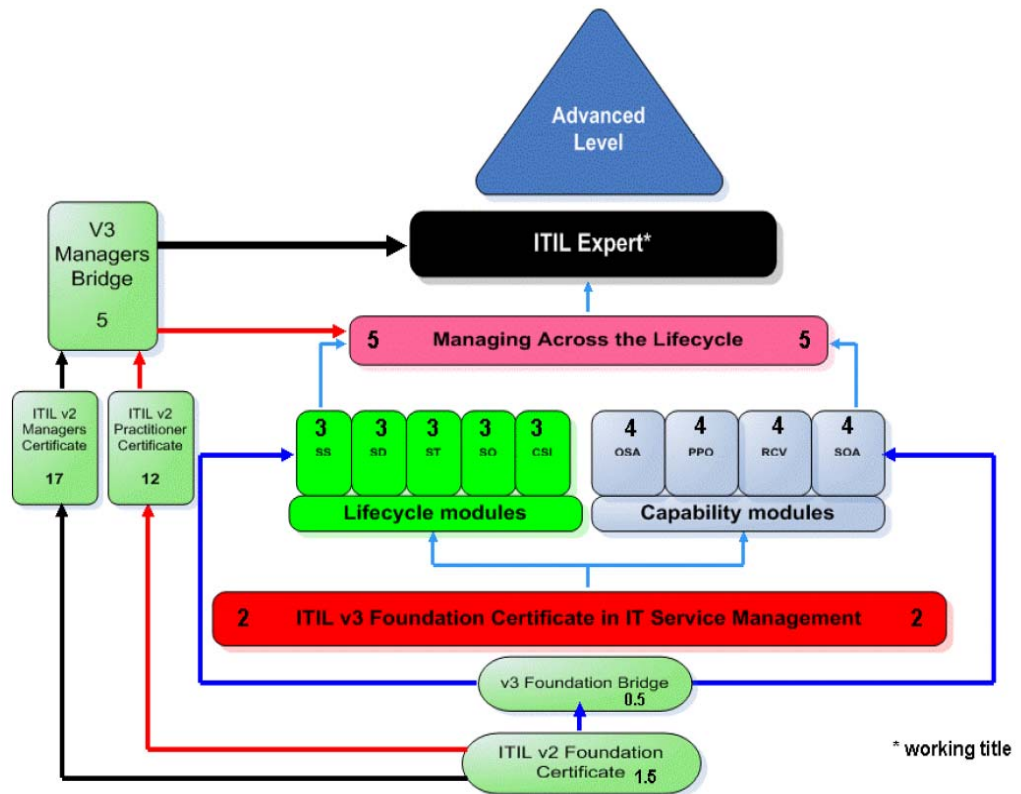
You will simply need to complete bridging exams that cover concepts that are new in Version 3.

10. Should I wait to attend training when ITIL® Version 3 path is better known? Foundation training in Version 3 has been available from 13 June 2007. However, the higher level qualifications are not yet available and so you may choose to continue with Version 2 and take the bridging module later. If your need is urgent do the Version 2 training and take a bridging module later.

If you have passed one paper from the Version 2 Manager's Certificate, ISEB would recommend that you attempt to pass the remaining paper before the end of the 2007 as it is not clear for how long Version 2 Manager's examinations will continue to be available.

What will the new qualification structure be?

The Qualification Scheme is based on content of the ITIL Service Management Practices publications. The chart below demonstrates the recently approved qualifications structure.



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There are four levels within the new scheme namely: Foundation level, two Intermediate levels, and Advanced level, which is currently under development. To achieve a Diploma, candidates must achieve 22 credits, two of which can be gained at Foundation level.

The Foundation level focuses on knowledge and comprehension to provide a good grounding in the key concepts, terminology and processes of ITIL® Version 3. At this level, the qualification remains very similar to the ITIL® Version 2 Foundation qualification.

In the new Intermediate level, there are two streams: a lifecycle stream and a capability stream. The lifecycle stream is built around the five core OGC books: service strategy, service design, service transition, service operation, and continual service improvement. The intermediate capability stream is built around four clusters: Planning, Protection and Optimization; Service

Offerings and Agreements; Release, Control and Validation; and Operational Support and Analysis.

Both intermediate streams assess an individual's comprehension and application of the concepts of ITIL® Version 3. Candidates are able to take units from either of the intermediate streams. These units give them credits towards becoming an ITIL Service Management Expert. There is a course – “Managing Through the Lifecycle” that brings together the full essence of a lifecycle approach to service management.

Once someone has gained the requisite number of 22 credits through their education at Foundation and Intermediate level they will be awarded the ITIL® Version 3 SM Expert. No further examination or course is required to gain the ITIL Expert.

Candidates who hold a V1 or V2 Managers Certificate (17 credits) and attend the mandatory V3 Managers Bridge course and pass the examination (5 credits) will also obtain the ITIL Expert certification.

The Advanced Level will assess an individual's ability to apply and analyze the ITIL® Version 3 concepts in new areas. This higher level has not been developed at this stage.

11. If the structure for the ITIL Expert is more modular doesn't that mean people can just concentrate on the areas they are most comfortable with?

It does mean that the qualifications have become more specialized and tailorable, but the final assessment, after achieving the required credits, Managing through the Lifecycle will ensure that each candidate has the broader knowledge required to obtain the ITIL Expert.

12. What are the most significant differences between Version 2 and Version 3?

The key point is that Version 3 articulates the relationship between IT and the business far more clearly than earlier versions of ITIL®. Instead of focusing on processes as in Version 2, Version 3 considers a wider view of IT by considering the lifecycle of a service from its initial planning, which should be aligned to business need, through to its final retirement. This allows a more thorough treatment of strategic options, functions, roles and responsibilities as well as continual improvement. The processes remain and have been improved.

ITIL® Version 3 also looks more closely at alignment with other best practices and standards.

13. Will my investment in ITIL® Version 2 publications and training be lost?

No, 95% of Version 2 still applies. It is more a question that ITIL® has grown (towards the business) and matured rather than changed.

14. What is the impact of ITIL® Version 3 on existing ITIL® credentials, will they also need to be refreshed?

It is inevitable that people will eventually regard a Version 3 certificate as more valuable than a Version 2 one. ISEB will offer bridging examinations and migration paths to appropriate level Version 3 certificates.

15. What practical support is there for the Version 2 to Version 3 migration?

Procept offers a range of consulting services including version 2 to version 3 migration. Visit the consulting section to learn more about this service, our approach and key deliverables. You can alternatively send an email to [infocanada@procept.com](mailto:infocanada@procept.com) or [infonigeria@procept.com](mailto:infonigeria@procept.com), or call +1 416 693 5559 or +234 1 7431407.

16. As a champion of ITIL® within my organisation how do I now promote ITIL® to the end users?

Put simply, it offers better value to the business than ever before.

17. Is ITIL® still independent?

Yes. The ITIL® Version 3 guidance was written by authors recruited through a global competition, and reviewed by over 400 selected industry experts and public volunteers in all the stakeholder groups, globally. It has no commercial agenda.

18. How are other standards being aligned to ITIL® Version 3?

There are many international initiatives underway to align other standards to ITIL Version 3 and, when available, ISEB will publish guides to alignment of ITIL® with other global best practices on our website. The first of these is likely to be with COBIT, which is expected by the end of the year. There is a lot of enthusiasm amongst ITIL® stakeholders that ISO/IEC 20000 continues to be aligned with ITIL®.

So far we have enjoyed good communication with individuals responsible for ISO/IEC 20000 revision, most of which appreciate the role that ITIL® processes play in underpinning ISO certification.

19. Will I still be able to take ITIL® Version 2 examinations after the new ITIL® Version 3 examinations start?

Yes. Version 2 examinations will continue to be offered until there is no longer demand for it.

20. I am Foundation Version 2 qualified and was looking at doing the Manager's certificate for Version 2, what are my options now?

You can still take your Version 2 Manager's examination. Once you have your Version 2 Managers certificate you will be able to consider a bridging examination from Q2 of 2008.

21. What is the bridging course? Is it the same course for anyone with a Version 2 qualification?

The bridging course covers the differences between Version 2 and Version 3 and is suitable for anyone with a Version 2 qualification who wants to bring themselves up-to-date with the new concepts in Version 3. It cannot be taken if you are not already a holder of the Foundation level Certificate. It is a one day course with a short test immediately after the course.

22. What is the value of putting someone through ITIL® Version 3?

ITIL® has become a clear benchmark standard for organizations worldwide and it is far more than just Service Management at its' core.

Getting people ITIL® qualified is all about achieving success and getting it right first time every time. Service Management is no longer just a support function but a strategy leading any organization's business. Because of this importance it is vital that individuals can themselves be benchmarked within the standard and gain recognition for the vital part they are play.

An organization won't just be working more effectively and raising the prominence of their staff but will save huge amounts of money (Proctor and Gamble estimated they saved over £100m by implementing ITIL®).

When asked this question at the Book Launch on 5th June the authors had the following responses:

- Version 3 encompasses the full Library
- Version 3 integrates IT into the Business
- Version 3 is a coherent set of Best Practices
- Version 3 is a Living Library encouraging the whole community to provide input and guidance based on their own experiences.