

Achieve ITIL® and IT Service Management Certification with Learning Tree

This document provides answers to the most frequently asked questions about Learning Tree courses covering ITIL and IT service management.

What is IT service management?

The successful implementation of information technology (IT) is critical for maintaining key business functions and ensuring organisations meet stakeholder and customer requirements. IT service management offers best practice standards to optimise information technology systems.

What courses does Learning Tree offer?

Learning Tree offers the following ITIL and IT service management courses:

ITIL Courses

Updated to ITIL 2011

Title	Crs
Achieving ITIL Foundation Certification	1197
Putting ITIL into Practice	3811
ITIL Intermediate Qualification: Service Strategy	982
ITIL Intermediate Qualification: Service Design	993
ITIL Intermediate Qualification: Service Transition	992
ITIL Intermediate Qualification: Service Operation	991
ITIL Intermediate Qualification: Continual Service Improvement	994
ITIL Intermediate Qualification: Operational Support and Analysis	995
ITIL Intermediate Qualification: Release, Control and Validation	996
ITIL Intermediate Qualification: Planning, Protection and Optimisation	997
ITIL Intermediate Qualification: Service Offerings and Agreements	998

Anticipated update to ITIL 2011 the end of 2011

Title	Crs
Achieving Change Analyst Certification within ITIL Service Management	3801
ITIL Managing Across the Lifecycle Qualification	983

ISO/IEC 20000 and COBIT Courses

Title	Crs
ISO/IEC 20000 Awareness: A One-Day Overview	3901
Achieving ISO/IEC 20000 Foundation Certification	3902
Achieving ISO/IEC 20000 Practitioner Certification	3903
Achieving ISO/IEC 20000 Auditor Certification	3904
COBIT: Achieving Foundation Certification	3921

What is ITIL?

The Information Technology Infrastructure Library (ITIL) is a customisable framework for good practice delivery and support of IT service management. ITIL addresses the increased demand for IT departments to align with—and help achieve—their organisations' overarching business goals. Organisations are increasingly dependent on IT to meet their business needs and goals. By adopting the ITIL service management practices, organisations can meet the increased requirements for high-quality IT service—reducing costs, improving return on investment (ROI), enhancing productivity and maintaining a consistent standard for service delivery.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.
COBIT® is a registered trademark of the Information Systems Audit and Control Association (ISACA) and the IT Governance Institute.

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What is ITIL 2011?

In the summer of 2011, the five core publications of ITIL were updated to reflect the evolution of best practices. This “refresh” is known as ITIL 2011 and is an update, not a new version. The changes were largely to improve clarity, consistency, correctness and completeness.

While the basic principles and concepts of ITIL remain the same, the supporting processes and practices are evolving so they continue to be relevant and useful in today’s IT service management environment. Because the basic principles of ITIL are intact, ITIL qualifications remain relevant for any prior and current released versions.

Has Learning Tree updated its ITIL courses to ITIL 2011?

All of the courses for which updated syllabi have been released have been updated to ITIL 2011. As the updated syllabi are released, Learning Tree’s courses will be, as well. Please refer to the charts on page one for details on which courses have been updated.

What is ISO/IEC 20000?

ISO/IEC 20000 is an international IT standard based on the IT infrastructure library (ITIL) best practice framework. The adoption of ISO/IEC 20000 has grown rapidly in the international arena of IT service providers and has become a competitive differentiator for delivery of IT services.

Why should my organisation implement the ISO/IEC 20000 standard?

The ISO/IEC 20000 standard ensures organisations can achieve evidence-based benchmarks to continuously improve their delivery of IT services. ISO/IEC 20000 promotes the adoption of an integrated process approach to effectively deliver managed services that meet business and customer requirements.

How does ISO/IEC 20000 relate to ITIL?

ITIL is a set of processes and good practices that has been developed by a global network of experts. ISO/IEC 20000 was created by national bodies participating in the development of the standard through technical committees. Put simply, ISO/IEC 20000 tells you what to do and ITIL tells you how to do it. ITIL certification is concerned with people, whereas ISO/IEC 20000 certifies companies and ensures they are compliant to the standard.

ISO/IEC Certifications also provide credits toward the ITIL Expert Certification.

What is COBIT?

COBIT is a framework used to effectively implement IT governance in any organisation. COBIT consists of a series of control objectives, organised into 34 process areas across four domains. The processes cover the complete spectrum of IT and can be tailored to an organisation’s specific needs. COBIT helps organisations maximise the return on their IT investment and achieve strong alignment between business and IT strategy, all at a level of risk acceptable to the business.

COBIT also integrates well with more narrowly focused frameworks, methodologies and standards such as ITIL®, PRINCE2®, ISO/IEC 20000, ISO/IEC 17799 and ISO/IEC 27001. It has been developed and enhanced to ensure compatibility with Sarbanes-Oxley and the COSO requirements for the IT control environment.

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What ITIL and IT service management certifications are available?

ITIL

- **Foundation:** focuses on fundamental knowledge of ITIL, providing a solid grounding in the key concepts and processes.
- **Intermediate:** focuses on the application of key concepts within ITIL and are broken down into two streams:
 - Lifecycle Stream: focuses on each of the five core ITIL modules and the management skills needed deliver quality service management practices
 - Capability Stream: these certificates are process-focused around entire process activities.
- **Complementary:** practical and focused qualifications that concentrate on specific roles and responsibilities. They also provide credits toward the ITIL Expert certification.
- **Expert:** awarded once you attain the required 22 credits and complete a capstone course which consolidates key ITIL concepts
- **Master:** tests the capabilities of senior IT service managers, executives and practitioners. For details on this qualification, please visit www.itil-officialsite.com.

ISO/IEC 20000

- **Foundation:** focuses on the contents and requirements of the ISO/IEC 20000 standard and how the standard operates in a typical IT service provider organisation
- **Practitioner:** applies the content of the ISO/IEC 20000 standard within currently certified organisations or those considering certification
- **Auditor:** concentrates on the application of ISO/IEC 20000 and its relevance to audits as well as the requirements for pre-audits and certification and surveillance audits

COBIT

- **Foundation:** focuses on fundamental knowledge of COBIT, how to use specific elements and the recommended application.

I currently hold an ITIL v3 qualification. Will it still be valid?

Yes. If you hold an existing ITIL certification, you do not need to become recertified. There are no plans to introduce any bridging examinations for the update, as the core ITIL process areas and principles have not changed significantly. There is also no need to retake a certification exam, and all qualifications will continue to be recognised across the industry.

I hold ITIL v2 certifications. Can I get credits for those certifications?

Yes. All ITIL v2 certifications award credits that can be used toward the ITIL Expert qualification. However, there are restrictions on how many ITIL v2 credits you may use toward the Expert qualification. For details, please visit the ITIL Credit Profiler at www.itil-officialsite.com.

What are ITIL Certification credits?

To obtain ITIL Expert Certification, you must earn 22 credits. Credits can be earned through ITIL and complementary certifications. Credit details are below.

Foundation Level

- ITIL Foundation: 2 credits

Complementary Modules

- ITIL Change Analyst: 1.5 credits
- ISO/IEC 20000 Foundation: 1 credit
- ISO/IEC 20000 Practitioner: 1.5 credits
- ISO/IEC 2000 Auditor: 1 credit

Intermediate Level

- ITIL Service Lifecycle modules: 3 credits
- ITIL Service Capability modules: 4 credits
- ITIL Capstone: 5 credits

These credits are guidelines only and may be subject to change.