

# Achieve ITIL® Certification with Learning Tree

*This document provides answers to the most frequently asked questions about Learning Tree courses covering ITIL.*

## What is ITIL?

The Information Technology Infrastructure Library (ITIL) is a customizable framework for good practice delivery and support of IT Service Management. IT Service Management addresses the business value generated by IT and focuses on the people, processes and technology issues facing organizations.

## Why should I use the ITIL framework?

Organizations are increasingly dependent on IT to meet their business needs and goals. By adopting the ITIL Service Management practices, organizations 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.

## What courses does Learning Tree offer?

Learning Tree offers the following ITIL courses to help you achieve ITIL certification:

Title	Crs
ITIL v3 Foundation Bridge Certificate	192
ITIL v3: Achieving Foundation Certification	197
ITIL v3 Managers Bridge	198
ITIL v3 Intermediate Qualification: Service Strategy	982
ITIL v3 Intermediate Qualification: Service Operation	991
ITIL v3 Intermediate Qualification: Service Transition	992
ITIL v3 Intermediate Qualification: Service Design	993
ITIL v3 Intermediate Qualification: Continual Service Improvement	994
ITIL v3 Intermediate Qualification: Operational Support and Analysis	995
ITIL v3 Intermediate Qualification: Release, Control and Validation	996
ITIL v3 Intermediate Qualification: Planning, Protection and Optimization	997
ITIL v3 Intermediate Qualification: Service Offerings and Agreements	998
ITIL v3 Intermediate Qualification: Managing Across the Lifecycle	983

## What ITIL v3 certifications are available?

The ITIL certification scheme is based on a system that awards credits for each exam passed toward the ITIL Expert qualification. The ITIL certifications include:

- **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.
- **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.ital-officialsite.com](http://www.ital-officialsite.com).

## What are the ITIL v3 Intermediate certifications?

There are two streams within the ITIL Intermediate certifications; you can take courses from either of the streams.

**Lifecycle Stream:** These certificates focus on each of the five core ITIL modules and the management capabilities needed to deliver quality Service Management practices:

- Service Strategy — Course 982
- Service Design — Course 993
- Service Transition — Course 992
- Service Operation — Course 991
- Continual Service Improvement—Course 994

**Capability Stream:** These certificates are process-focused and clustered around entire process activities:

- Planning, Protection and Optimization (PP&O) — Course 997
- Service Offerings and Agreement (SO&A) — Course 998
- Release, Control and Validation (RC&V) — Course 996
- Operational Support and Analysis (OS&A) — Course 995

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### **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](http://www.itil-officialsite.com).

### **Does Learning Tree International offer any bridging courses?**

Yes. We offer two bridging courses: a two-day Foundation-level bridge course and a bridge course for ITIL v2 Managers. Both courses cover the differences between ITIL v2 and v3 and each requires passing an exam. Passing the bridging exams also earns you credits toward the ITIL Expert qualification.

### **Do Learning Tree International ITIL courses include the certification exams?**

Yes! The certification exams are offered at the end of all Learning Tree ITIL courses.

### **Are there any prerequisites for taking the ITIL courses or exams?**

Yes. Most of the ITIL courses offered by Learning Tree have prerequisites. Please refer to the individual course Q&As for further details.

### **Is pre-course study required prior to taking an ITIL course?**

Yes. All ITIL courses require pre-course study. Learning Tree sends pre-course reading to attendees prior to their classes.

### **Do Learning Tree ITIL courses include practical assignments?**

Yes. All ITIL courses include assignments. The Intermediate Lifecycle courses (995, 996, 997 and 998) and Course 983, "ITIL v3 Intermediate Qualification: Managing Across the Lifecycle," include a high degree of practical assignment work.

### **What type of identification do I need to show at the time of the exam?**

One form of official photo identification, such as a drivers license or government-issued identification, is required.

### **What is the passing grade for the examinations?**

You must correctly answer 65 percent of the exam questions to pass the ITIL Foundation and Foundation Bridge certification exams. To pass the ITIL intermediate-level certification exams, including the Managing Across the Lifecycle capstone exam, you must correctly answer 70 percent of the questions. For the ITIL Managers Bridge exam, you must correctly answer 80 percent of the exam questions.

### **How many weeks after the exam dates are the results released?**

Course participants should allow two to four weeks for exam results.

### **How do I find out my results for the exam?**

Learning Tree provides you with your exam results. If you passed the exam, an official certificate is sent to you by the APMG.

### ITIL Certification Credits

#### **Foundation Level**

- ITIL v2 Foundation: 1.5 credits
- ITIL v2-v3 Foundation Bridge: 0.5 credit
- ITIL v3 Foundation: 2 credits

#### **Intermediate Level**

- ITIL v2 Practitioner single: 1 credit
- ITIL v2 Practitioner clusters: 3.5 credits
- ITIL v3 Service Lifecycle modules: 3 credits
- ITIL v3 Service Capability modules: 4 credits
- ITIL v3 capstone: 5 credits

#### **Manager Level**

- ITIL v2 Service Manager: 15 credits
- ITIL v2-v3 Managers Bridge: 5 credits

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

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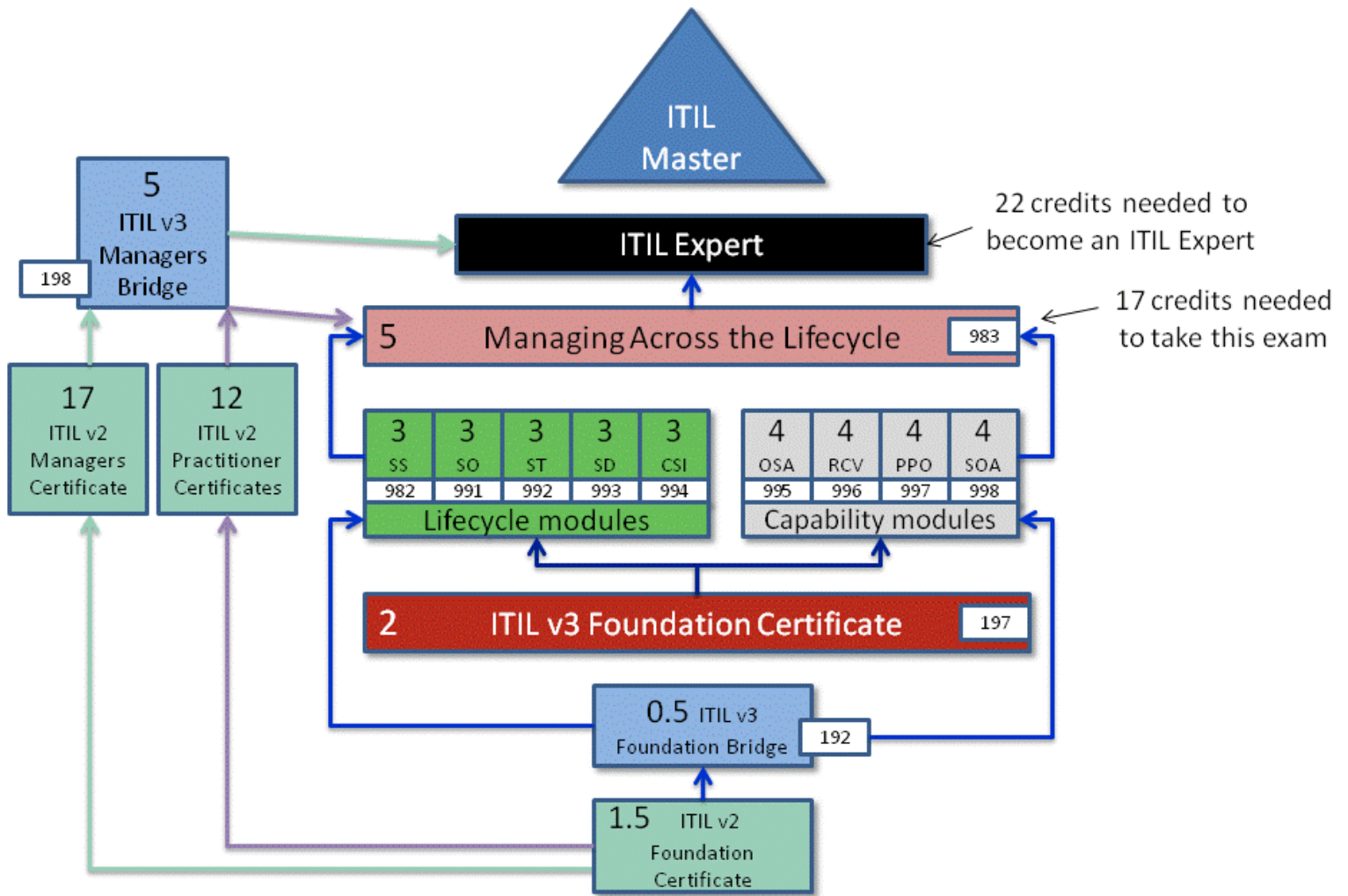
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### ITIL Certification Structure

This chart outlines the credits awarded for ITIL v2 and v3 certifications and the corresponding Learning Tree courses. In order to become an ITIL Expert, you must obtain 22 credits.



Based on ITIL V3 Qualification Scheme Diagram © OGC's Official Accreditor - The APM Group Limited 2008

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