

# ITIL® Intermediate Certifications: Which are right for you?

Click the job title that is closest to your role to view the certifications most relevant to what you do.

- Senior Management**
- Chief of Staff
  - CIO
  - CTO
  - Director
  - General Manager
  - Principal
  - VP IT

- IT Management**
- IS Manager
  - IT Manager
  - MIS Manager
  - Team Lead



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## Senior Management

- Chief of Staff
- CIO
- CTO
- Director
- General Manager
- Principal
- VP IT

**Service Strategy (Lifecycle) – Course 982 – 3 credits, 19 PDUs**

\*\*Most Relevant Certification\*\*

- Align IT strategy with business vision/strategy and outcomes
- Develop a portfolio of services supported by the business case and within financial and other constraints
- Oversee the investment in strategic assets and service management capabilities
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created
- Steer and oversee the journey to ITSM maturity
- Manage and control service delivery and processes within all service lifecycle phases

**Service Design (Lifecycle) – Course 993 – 3 credits, 19 PDUs**

- Appreciate how design underpins all aspects of the IT organization, including resources, metrics, architecture, environments, services and processes
- Oversee the design of business-focused IT services, along with the relevant processes, metrics and policies

**Service Transition (Lifecycle) – Course 992 – 3 credits, 19 PDUs**

- Develop the capabilities for transitioning new and changed services into operations
- Manage and control the risk of failure and disruptions
- Test and facilitate the release of services into the live environment
- Oversee the drive toward a knowledge-based approach to IT service management

**Service Operation (Lifecycle) – Course 991 – 3 credits, 19 PDUs**

- Manage and oversee the execution and delivery of agreed services
- Steer the operations toward delivering consistent and cost-effective services

**Continual Service Improvement (Lifecycle) – Course 994 – 3 credits, 19 PDUs**

- Lead and support continual service improvement programs
- Evaluate metrics and initiate improvements to enhance business outcomes
- Foster a culture of improvement throughout the service lifecycle and in all aspects of service assets and capabilities

**Final Certification  
Required to  
Achieve ITIL Expert  
Managing Across the  
Lifecycle – Course 983  
5 credits, 30 PDUs**

## IT Management

- IS Manager
- IT Manager
- MIS Manager
- Team Lead

**Service Strategy (Lifecycle) – Course 982 – 3 credits, 19 PDUs****\*\*Most Relevant Certification\*\***

- Manage and control service delivery in accordance with business requirements
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created
- Undertake the development of IT strategy

**Service Design (Lifecycle) – Course 993 – 3 credits, 19 PDUs**

- Manage and undertake the design of business-focused IT services, along with the relevant processes, metrics and policies

**Service Transition (Lifecycle) – Course 992 – 3 credits, 19 PDUs**

- Control the transformation of the services envisioned in strategy and formulated in design into actual business solutions

**Service Operation (Lifecycle) – Course 991 – 3 credits, 19 PDUs**

- Manage, control and operate the infrastructure, applications, networks and environmental facilities

**Continual Service Improvement (Lifecycle) – Course 994 – 3 credits, 19 PDUs**

- Identify and drive continual service improvement opportunities across the entire service lifecycle

**Final Certification  
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Managing Across the  
Lifecycle – Course 983  
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**JOB TITLE**

**RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES**  
(Courses may be taken in any order)

[Go Back to Org Chart](#)

- Strategy, Planning and Consultancy**
- Application Consultant
  - Associate
  - Business Analyst
  - Financial Analyst
  - Knowledge Management
  - Market Data Analyst
  - Market Data Specialist
  - Process Consultant
  - Strategy Consultant

**[Service Offerings and Agreements \(Capability\) – Course 998](#) – 4 credits, 30 PDUs** \*\*Most Relevant Certification\*\*

- Help design services in the service portfolio and understand how to align with business requirements
- Contribute to the service catalog and ensure that it reflects live services
- Contribute to the management and control of service level agreements, operational level agreements and underpinning contracts
- Ensure services are being delivered as per the agreed business case and financial outcomes

**OR**

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs**

- Help design the services that meet business requirements
- Design the appropriate ITSM processes to facilitate services

**[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits, 19 PDUs**

- Understand and relate business strategy and outcomes to IT services and processes
- Capture business requirements and translate them into IT services
- Align IT processes and services with business needs

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Guide IT on service improvement initiatives based on understanding of business outcomes

**Additional Certifications to Achieve ITIL Expert**

**[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits, 19 PDUs**

**[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits, 19 PDUs**

**Final Certification Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983**  
**5 credits, 30 PDUs**



**Technical Support**

- 2<sup>nd</sup> & 3<sup>rd</sup> Level Support
- Client Support Technician
- Communication Technician
- Communication(s) Engineer
- Communications Officer
- Communications Specialist
- Database Administrator
- End User Support
- Incident Manager
- Network Analyst
- Network Administrator
- Network Engineer
- Network Technician
- Problem Manager
- Support Specialist
- System Administrator
- System Support
- Systems Engineer
- Systems Manager
- Systems Specialist

**Operational Support and Analysis (Capability) – Course 995 – 4 credits, 30 PDUs****\*\*Most Relevant Certification\*\***

- Respond to users in accordance with service level agreements
- Coordinate and automate the event management processes
- Coordinate relationship with internal and external support in accordance with operational level agreements and underpinning contract
- Implement and operate access rights in accordance with security policy
- Operate the data centers and other environments

**OR****Service Operation (Lifecycle) – Course 991 – 3 credits, 19 PDUs**

- Manage day-to-day interaction with users through the service desk
- Manage and control the incident and problem management processes

**Continual Service Improvement (Lifecycle) – Course 994 – 3 credits, 19 PDUs**

- Capture service improvement opportunities
- Evaluate metrics and determine corrective action

**Planning, Protection and Optimization (Capability) – Course 997 – 4 credits, 30 PDUs**

- Manage service demand and ensure service assets are capable of reacting to patterns of business activity
- Understand capacity and availability processes
- Ensure security policy is aligned with business requirements
- Ensure service continuity plans are aligned with business continuity plans

**OR****Service Design (Lifecycle) – Course 993 – 3 credits, 19 PDUs**

- Plan for service availability and capacity
- Design appropriate measurement methods and metrics
- Identify and manage security and service continuity risks and policies

**Additional Certifications to Achieve ITIL Expert****Service Transition (Lifecycle) – Course 992 – 3 credits, 19 PDUs****OR****Release, Control and Validation (Capability) – Course 996 – 4 credits, 30 PDUs****Service Strategy (Lifecycle) – Course 982 – 3 credits, 19 PDUs**

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**JOB TITLE**

**RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES**  
(Courses may be taken in any order)

**\*\*Most Relevant Certification\*\***

**Service Desk and Help Desk**

- Help Desk Manager
- Help Desk Technician
- Service Delivery Analyst
- Service Delivery Technician
- Service Desk Analyst
- Service Desk Communication
- Service Desk Manager
- Support Analyst

**Operational Support and Analysis (Capability) – Course 995 – 4 credits, 30 PDUs**

- Respond to users in accordance with service level agreements
- Coordinate and automate the event management processes
- Undertake support escalation procedures
- Coordinate relationship with internal and external support in accordance with operational level agreements and underpinning contract
- Implement and operate access rights in accordance with security policy
- Operate the data centers and other environments

**OR**

**Service Operation (Lifecycle) – Course 991 – 3 credits, 19 PDUs**

- Manage day-to-day interaction with users through the service desk
- Manage and control the incident and problem management processes

**Continual Service Improvement (Lifecycle) – Course 994 – 3 credits, 19 PDUs**

- Capture service improvement opportunities
- Evaluate metrics and determine corrective action

**Additional Certifications to Achieve ITIL Expert**

**Service Design (Lifecycle) – Course 993 – 3 credits, 19 PDUs**

**Service Transition (Lifecycle) – Course 992 – 3 credits, 19 PDUs**

**Service Strategy (Lifecycle) – Course 982 – 3 credits, 19 PDUs**

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# JOB TITLE

# RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

[Go Back to Org Chart](#)

- ### Application Management
- Analyst Programmer
  - Application Architect
  - Application Engineer
  - Application Manager
  - Application Support Manager
  - Business Systems Manager
  - Data and Tools Manager
  - Data Processing Manager
  - Data Services Manager
  - Programmer
  - Software Configuration Manager
  - Software Developer
  - Software Specialist

**[Planning, Protection and Optimization \(Capability\) – Course 997](#) – 4 credits, 30 PDUs** \*\*Most Relevant Certification\*\*

- Understand capacity and availability processes relevance to applications
- Ensure security policy aligned with business requirements
- Ensure service continuity plans aligned with business continuity plans

**OR**

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs**

- Design and develop application-related services in accordance with business requirements
- Configure information security during application design and development phase
- Structure and design data storage and reporting requirements

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Review software applications for service improvement opportunities

**[Operational Support and Analysis \(Capability\) – Course 995](#) – 4 credits, 30 PDUs**

- Produce application usage analytics and identify improvements
- Review IT security access policies relevant to the application to ensure that they are updated and in accordance with business policies

**[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits, 30 PDUs**

- Undertake the application development process
- Manage the software release processes and the eventual handover to operations
- Support incident and problem management activities

**Additional Certification to Achieve ITIL Expert**

**[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits, 19 PDUs**

**Final Certification Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983**  
**5 credits, 30 PDUs**



**JOB TITLE**

**RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES**  
(Courses may be taken in any order)

**\*\*Most Relevant Certification\*\***

**Operations and Infrastructure**

- Capacity Manager
- Data Center Manager
- Facilities Manager
- Hardware Engineer
- Infrastructure Engineer
- Infrastructure Manager
- IT Specialist
- Operations Analyst
- Operations Manager
- Operations Specialist

**Operational Support and Analysis (Capability) – Course 995 – 4 credits, 30 PDUs**

- Manage, operate and control delivery of service in accordance with service level agreements
- Analyze service performance and develop corrective actions
- Operate the networks, applications and facilities in support of the services

**Continual Service Improvement (Lifecycle) – Course 994 – 3 credits, 19 PDUs**

- Lead and implement service improvement programs

**Planning, Protection and Optimization (Capability) – Course 997 – 4 credits, 30 PDUs**

- Manage service demand and ensure service assets are capable of reacting to patterns of business activity
- Understand capacity and availability processes relevant to security and continuity
- Ensure security policy is aligned with business requirements
- Ensure service continuity plans are aligned with business continuity plans

**OR**

**Service Design (Lifecycle) – Course 993 – 3 credits, 19 PDUs**

- Plan for service availability and capacity
- Design appropriate measurement methods and metrics
- Identify and manage security and service continuity risks and policies

**Service Strategy (Lifecycle) – Course 982 – 3 credits, 19 PDUs**

- Operate service management processes within all phases of the service lifecycle in accordance with IT strategy
- Ensure IT strategy is continually aligned with business strategy

**Additional Certification to Achieve ITIL Expert**

**Service Transition (Lifecycle) – Course 992 – 3 credits, 19 PDUs**

**OR**

**Release, Control and Validation (Capability) – Course 996 – 4 credits, 30 PDUs**

**Final Certification  
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**JOB TITLE**

**RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES**  
(Courses may be taken in any order)

[Go Back to Org Chart](#)

- Project Management Office**
- PMO Staff
  - Portfolio Manager
  - Program Manager
  - Project Manager

**[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits, 19 PDUs** **\*\*Most Relevant Certification\*\***

- Manage and control service delivery in accordance with business requirements
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created
- Undertake the development of IT strategy

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs**

- Project manage the design of services, process, metrics and the architecture

**[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits, 19 PDUs**

- Manage and control the transition of services in accordance with requirements and business-case criteria
- Control and update the configuration information in the configuration management system in accordance with the service assets and IT infrastructure
- Manage the service knowledge management system

**[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits, 19 PDUs**

- Manage and oversee the execution and delivery of agreed services
- Steer the operations towards delivering consistent and cost-effective services

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Identify service improvement opportunities during the service development process
- Support and implement improvement initiatives

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\*\*Most Relevant Certification\*\*

**Transition Management**

- Asset Manager
- Change Analyst
- Change Manager
- Configuration Engineer
- Configuration Manager
- Performance Tester
- Release Manager
- Test Analyst
- Test Engineer
- Test Manager
- Transition Manager

**[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits, 30 PDUs**

- Test and validate new or changed services
- Ensure smooth release and handover to operations
- Manage and control the service assets and help create a knowledge-based approach to ITSM
- Provide support to operations for any new or changed services during the early life support phase

**OR****[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits, 19 PDUs**

- Manage and control the transition of services in accordance with requirements and business-case criteria
- Control and update the configuration information in the configuration management system in accordance with the service assets and IT infrastructure
- Manage the service knowledge management system

**[Operational Support and Analysis \(Capability\) – Course 995](#) – 4 credits, 30 PDUs**

- Respond to users in accordance with service level agreements
- Undertake support escalation procedures
- Implement and operate access rights in accordance with security policy

**OR****[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits, 19 PDUs**

- Understand response to users in accordance with service level agreements
- Understand the service operations management processes

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Identify service improvement opportunities during the service development process
- Support and implement improvement initiatives

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs**

- Project manage the design of services, process, metrics and the architecture

**[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits, 19 PDUs**

- Understand service delivery in accordance with business requirements
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created

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# JOB TITLE

# RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

[Go Back to Org Chart](#)

- ### Security, Compliance and Quality Assurance
- Compliance Manager
  - IT Security Consultant
  - IT Security Manager
  - IT Service Continuity Manager
  - Quality Advisor
  - Quality Assurance Analyst
  - Quality Assurance Manager
  - Quality Assurance Specialist
  - Risk Manager
  - Service Assurance Manager

**[Planning, Protection and Optimization \(Capability\) – Course 997](#) – 4 credits, 30 PDUs** \*\*Most Relevant Certification\*\*

- Understand capacity and availability processes relevance to security and continuity
- Ensure security policy is aligned with business requirements
- Ensure service continuity plans are aligned with business continuity plans

**[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits, 19 PDUs**

- Test, assess and evaluate service quality and robustness
- Test hypothetical disruption scenarios
- Ensure quality of service delivered is in accordance with the terms of service level agreements

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Identify service improvement opportunities from the perspective of security, service continuity and risk

**[Service Offerings and Agreements \(Capability\) – Course 998](#) – 4 credits, 30 PDUs**

- Ensure security, service continuity and risk aspects are built into the service level agreements, operational level agreements and underpinning contracts

**OR**

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs**

- Ensure service is designed to meet business needs from security and continuity perspective
- Manage, assess and control risks in line with business requirements and outcomes

**Additional Certification to Achieve ITIL Expert**

**[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits, 19 PDUs**

**OR**

**[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits, 30 PDUs**

**Final Certification Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983**  
**5 credits, 30 PDUs**



# JOB TITLE

# RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

[Go Back to Org Chart](#)

- Business Relationship Management**
- Business Buyer
  - Business Partner
  - Business Relationship Manager
  - Client Services Manager
  - Customer Relationship Manager
  - Customer Service Manager
  - Customer Support Analyst
  - Customer Support Manager
  - Service Delivery Manager
  - Service Level Manger

**[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits, 19 PDUs** \*\*Most Relevant Certification\*\*

- Align services with business requirements
- Coordinate day-to-day relationship/communication with the business
- Represent IT service to the business and perform service reviews
- Identify market opportunities

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs**

- Ensure the design of services is always focused on business requirements and expected outcomes

**OR**

**[Service Offerings and Agreements \(Capability\) – Course 998](#) – 4 credits, 30 PDUs**

- Manage and coordinate the service portfolio and understand how to align it with business requirements
- Maintain and update the service catalog to reflect the live services
- Manage and control service level agreements, operational level agreements and underpinning contracts
- Ensure services are being delivered as per the agreed business case and financial outcomes

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Identify service improvements opportunities across the entire service lifecycle

**[Operational Support and Analysis \(Capability\) – Course 995](#) – 4 credits, 30 PDUs**

- Perform the ITSM processes in support of services
- Generate metrics and measurements

**OR**

**[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits, 19 PDUs**

- Contribute to the execution and delivery of agreed services
- Steer the operations toward delivering consistent and cost-effective services

**Additional Certification to Achieve ITIL Expert**

**[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits, 19 PDUs**

**OR**

**[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits, 30 PDUs**

**Final Certification Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983**  
**5 credits, 30 PDUs**



# JOB TITLE

# RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

[Go Back to Org Chart](#)

- ### Design and Architecture
- Application Analyst
  - Application Support
  - Application Support Analyst
  - Back Office Analyst
  - Chief Architect
  - Chief Engineer
  - Database Analyst
  - Enterprise Architect
  - Integration Specialist
  - Software Architect
  - Solutions Analyst
  - Solutions Architect
  - Solutions Developer
  - Systems Analyst
  - Systems Architect

**[Service Design \(Lifecycle\) – Course 993](#) – 3 credits, 19 PDUs** \*\*Most Relevant Certification\*\*

- Design and evaluate new or changed services in accordance with IT strategy and business requirements
- Design the ITSM processes in support of services
- Produce the blueprint of service designs as part of the service design package
- Design the enterprise architecture to facilitate services in line with business outcomes

**[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits, 19 PDUs**

- Guide the transition phase to ensure the development of services is in accordance with business requirements

**[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits, 19 PDUs**

- Undertake redesign initiatives to improve services and processes
- Analyze metrics and determine improvement opportunities

**Additional Certifications to Achieve ITIL Expert**

**[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits, 19 PDUs**

**[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits, 19 PDUs**

**Final Certification  
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