# 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.

## What courses does Learning Tree offer?

Learning Tree offers the following 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 Optimization | 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 Intermediate Qualification: Managing Across the Lifecycle | 983 |

## 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.

## Which ITIL 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.
- **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.

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## What are the ITIL 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 (PPO) — Course 997
- Service Offerings and Agreement (SOA) — Course 998
- Release, Control and Validation (RCV) — Course 996
- Operational Support and Analysis (OSA) — Course 995

## Is there a course available to help me implement ITIL?

Course 3811, "Putting ITIL into Practice," provides the skills to build a roadmap for successful ITIL transformation and is valuable for anyone who would like to participate in ITIL implementation. This is a non-certification course and does not provide any certification credits.

## I'd like to improve my confidence and skills in managing change. Is there a course for me?

Course 3801, "Achieving Change Analyst Certification within ITIL Service Management," provides the knowledge and practical experience to fulfill the role of Change Analyst within ITIL Service Management.

## What is the ITIL refresh?

The five core publications of ITIL have been updated to reflect the evolution of best practices. The refresh is known as ITIL 2011 and is an update, not a new version. The changes are largely to improve clarity, consistency, correctness and completeness. Specifically, the five core publications were updated to do the following:

- Resolve any errors or inconsistencies in the text and diagrams, both in content and presentation,
- Address suggestions for change within the training community to make ITIL easier to teach, and
- Improve the publications by addressing issues raised in the change control log

In addition, the *ITIL Service Strategy* publication was reviewed to ensure that the concepts are explained in the clearest, most concise and accessible way possible.

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.

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### 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 recognized 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.

### 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?

Yes. Most of the ITIL certification courses require pre-course study. Learning Tree sends pre-course reading to attendees prior to those 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 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 certification examinations?

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

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### ITIL Certification Credits

**Foundation Level**
- ITIL Foundation: 2 credits

**Complementary Module**
- ITIL Change Analyst: 1.5 credits

**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.**

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