



Official ITIL[®] Accreditor

ITIL[®] Service Management Practices: ITIL Qualification Scheme

April 2012

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1. Scope and Purpose of Document

1.1. Synopsis

The purpose of this document is to inform all parties interested in ITIL qualifications of the rules and guidelines of the official ITIL Qualification Scheme.

The document will outline the roles and responsibilities of all official parties within the ITIL Qualification Scheme as well as the overarching principles and guidelines of the scheme.

1.2. Suggested reading

Potential examination candidates are advised to read this entire document.

Training providers, who are interested in becoming officially recognized within the Qualification Scheme, are advised to read the sections of this document relating to the qualifications and syllabus and the Accredited Training Organization Scheme Brochure.

Examination Institutes (EIs) seeking approval to administer the ITIL Qualification Scheme are advised to read this entire document and the Examination Institute Scheme Brochure.

2. ITIL Overview

2.

2.1. What is ITIL?

ITIL is Best Practice IT Service Management which is used by many organizations around the world. A whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting certification and qualification scheme.

The ethos behind the development of ITIL is the recognition that organizations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for reliable, high-quality IT services.

ITIL provides the foundation for quality IT Service Management through documented, proven processes that cover the entire Service Lifecycle. It is easy for organizations to learn, tailor and implement to suit their environment.

The widespread adoption of the ITIL guidance has encouraged organizations worldwide, both commercial and non-proprietary, to develop supporting products as part of a shared 'ITIL Philosophy'. The ITIL publications and supporting schemes are kept up to date with current best practice and changes within the marketplace through a regular review cycle to update content in collaboration with a wide range of international users and stakeholders in the IT service management community.

The latest edition of ITIL (ITIL 2011) was published on 29th July 2011.

ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice).

2.2. What does 'official scheme' mean?

The term 'official scheme' refers to the rules documented in this brochure for the administration of the ITIL qualification scheme recognized and endorsed by The Cabinet Office (formerly the Office of Government Commerce or OGC), The ITIL Official Accreditor (The Accreditor) who are part of the APM Group Limited, and all licensed EIs (details of which can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>).

This is the only ITIL qualification scheme sanctioned by Cabinet Office and is administered by The Accreditor.

There are many organizations claiming to offer ITIL qualifications and many publications claiming to be part of the official ITIL set which are not approved or recognized under the licensing scheme run by The Accreditor or published by The Stationery Office (TSO), the official ITIL Publisher, on behalf of Cabinet Office.

This document outlines the roles of the organizations within the scheme, the rules of the scheme, and contact details and reference information for anyone wishing to check if a company is operating within the scheme.

Candidates are urged to ensure that when buying ITIL training or examination services, they check that the organization delivering the service is recognized within the scheme (see sections 3.4 and 3.5). Any organizations delivering services that are not accredited / approved or appropriately licensed through one of the scheme members may be operating illegally.

Training providers are urged to ensure they secure accreditation from a recognized scheme member and are appropriately licensed before delivering services within the ITIL market place. Delivery of services without such approval may be in breach of the Intellectual Property Rights subsisting in ITIL and may result in legal action being taken.

3. Who is involved in the official scheme?

3.

3.1. About Cabinet Office

The Cabinet Office is a government function which owns several best practice products. Cabinet Office are committed to maintaining and improving the guidance, working with organizations internationally to develop and share business and practitioner guidance within a world-class best practice framework.

The Cabinet Office established collaborative partnerships with two organizations to provide support for their ITIL portfolio whose contracts commenced on 01 January 2007. The Accreditor provides accreditation and licensing services related to the Official ITIL qualification and examination scheme.

The Cabinet Office manages the ITIL portfolio on behalf Her Majesty's Government (HMG) in the United Kingdom, which own the intellectual property rights in the ITIL content and data, and permit The Accreditor to use this within certain contexts within the ITIL market. Their predominant role in the official scheme is one of ownership and stewardship of the ITIL library content and qualifications.

The Cabinet Office is responsible for initiating the consultation and update process to the official publications library, though they may outsource the management of this project to TSO.

For further information please see <http://www.cabinetoffice.gov.uk/resource-library/best-management-practice-bmp-portfolio>.

3.2. About TSO

The Stationery Office (TSO) is the official publisher of all core ITIL books. For further information on TSO please visit their website at www.tso.co.uk.

3.3. About The Official ITIL Accreditor (The Accreditor)

The Official ITIL Accreditor (The Accreditor) is a function of The APM Group Limited which is responsible for the monitoring and promotion of the official scheme for ITIL EIs and training organisations.

The APM Group Limited is an international professional accreditation and certification body accredited to international standards by UKAS (United Kingdom Accreditation Service). They run a wide variety of schemes in many professional disciplines and have worked with Cabinet Office and their Best Practice Portfolio since 1996, successfully helping to make products such as PRINCE2® an internationally recognized Best Practice.

The Accreditor is responsible for setting the ITIL standards and syllabuses throughout the market which any delivering EI must adhere to, as well as creating and maintaining the ITIL qualifications scheme. The Accreditor promotes the awareness of the ITIL official scheme through a variety of international marketing activities, often in conjunction with Cabinet Office, TSO, the EIs and/or itSMFI and also chair the ITIL Qualifications Board – see section 3.7.

In addition, The Accreditor is responsible for the accreditation and ongoing monitoring of any EI applying to the official scheme to run ITIL qualifications and accreditation services, and also assist Cabinet Office in protecting the IPR of ITIL through the issue of agreed licenses on behalf of Cabinet Office, to allow those training or examination delivery organisations approved through an EI to use the associated ITIL IP. The Accreditor also licences other organisations who wish to use ITIL IP or Trademarks in other business areas.

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3.4. About Examination Institutes (EIs)

An Examination Institute (EI) is an organization accredited and licensed by The Accreditor which is thereby permitted to operate an ITIL examination scheme through a network of Accredited or Approved organisations or partners.

The Accreditor is authorized to license EIs to administer ITIL qualification and accreditation activities.

All organizations approved and duly licensed by The Accreditor as EIs will be audited by independent auditors appointed by The Accreditor in accordance with the principles of international best practice standards and those additional rules or standards specific to the ITIL scheme – see section 5 for details.

If the systems used by the applicant organizations are found to be in line with these guidelines, they will be granted permission to administer the official scheme for ITIL accreditation and examinations.

Under the contracts signed with The Accreditor, EIs are allowed to undertake the following activities internationally:

- Accredit ITIL training organizations through the standards and mechanisms audited and approved by The Accreditor, and
- Administer ITIL examinations as set down in the Syllabus and provided by the Accreditor through those appropriately licensed organizations they have accredited or approved using the standards and mechanisms agreed by The Accreditor.

Upon achieving licensed status, an EI will automatically earn a place on the ITIL EI Sub Group which will enable them to contribute to the EI Sub Group decision-making processes which may result in changes to the scheme rules and requirements if ratified by the ITIL Qualifications Board.

A selection of EIs may also be invited to attend the ITIL Qualification Board as determined by the Cabinet Office and stated in the ITIL Qualification Board Terms of Reference.

3.5. About Accredited Training Organizations

Accredited Training Organizations (ATOs) are organisations who have been assessed and approved by an EI, and duly licensed by The Accreditor to run accredited ITIL training courses and administer ITIL examinations.

For further information please see the ITIL Service Management Practices Accredited Training Organisation and Accredited Trainer scheme.

An Accredited Training Organization (ATO) is an organization that has:

- submitted their Quality Management System (QMS), training material and trainers for assessment by an EI,
- have successfully met the criteria as set out by the official ITIL scheme and the specific EI conducting the assessment, and
- agreed to undergo regular surveillance and monitoring, including monitoring of Cabinet Office IP re-use, to ensure they continue to meet the standards as verified during their initial accreditation assessment.

As part of their assessment by an EI these accredited organizations must submit:

- Their QMS detailing their processes for administration of training courses and examinations,
- The course material for every ITIL course they utilize in training candidates for ITIL examinations, and
- Their trainers for assessment by an EI.

Some ATOs may choose to employ the services of other third party organisations to whom they may licence materials, trainers and/or a QMS (Affiliates or other ATOs), or use to sell training courses on their behalf (Brokers). These third-party organisations are subject to specific rules relating to their operation, are

subject to monitoring and audit by EIs, and are required to sign a license with the Accreditor including brokers.

3.5.1. ATO Third Party Relationships

Under the ITIL scheme, ATOs are permitted to enter into third party agreements with other organisations to aid them in the marketing, promotion and growth of their organisation.

The two types of relationship which have been defined and are therefore permitted are Affiliate and Broker (or Reseller) relationships.

3.5.1.1. About ATO Affiliates

An Affiliate is a training organisation that enters into a commercial arrangement with an ATO, to enable the ATO to work in different countries or in different regions of their own country, through a third party agreement.

The normal basis of this arrangement is that the ATO will make their accredited material and approved Trainers available to run training courses in the product for which they are accredited. They may also train individuals working for the Affiliate to the appropriate standard to become approved Trainers.

3.5.1.2. About Brokers (Resellers)

A Broker is an organisation that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.

For full details of the conditions and rules which ATOs, Affiliates and/or Brokers must adhere to, see the ***ITIL Accredited Training Organisation (ATO) Scheme Brochure***.

3.6. About the itSMF (IT Service Management Forum)

itSMF is the internationally recognized forum for IT Service Management professionals. With chapters in over 50 countries, they are able to provide local support to those individuals and organizations using and implementing ITIL while adhering to the over-arching guidelines from the central international group.

3.7. About the ITIL Qualifications Board

The ITIL Qualification Board includes representatives of specific interested parties within the community from around the world. Members of the Board will be invited by the Cabinet Office and will include, though are not limited to representatives from Cabinet Office, The Official ITIL[®] Accreditor, TSO, the ITIL Examination Panel, EI Sub Group, user groups and the ATO Sub Group.

The Qualifications Board exists to enable Cabinet Office, supported by The Accreditor, to manage the ITIL qualification scheme in the interest of all stakeholders, with the major focus being the individuals achieving the ITIL specific qualification status. Within that context, members of the board are invited to consider matters fairly, objectively and unbiased from commercial influences. The board does not have a formal voting system but in the event that agreement on a subject cannot be reached, Cabinet Office will make the final decision.

4. About ITIL Examinations

4.

4.1. Overview

The ITIL core publications were last published on 29 July 2011. This document outlines the qualifications that support this latest release of the ITIL Best Practice Guidance

4.1.1. Syllabuses

The Official ITIL Accreditor (the Accreditor) develops and maintains all the ITIL syllabuses for use by all EIs. EIs are not permitted to amend or develop ITIL syllabuses or qualifications. The Accreditor has an international group of ITIL experts who produce, update and maintain the syllabuses for all ITIL qualifications.

These syllabuses are subject to sign-off by the ITIL Qualification Board and are then released for use by any EI that is approved to run the official ITIL qualifications.

4.1.2. Examination questions

The Accreditor uses the same group of international ITIL experts that develop the syllabuses to lead on the creation of ITIL examination questions. The Accreditor maintains and updates these questions on a frequent basis in the light of the feedback received from ATOs and candidates.

The Accreditor is responsible for the official examination questions and license them to EIs approved to run the official scheme.

4.1.3. Examination format

All ITIL examinations reflect the lifecycle based structure within the ITIL Best Practice guidance, and are therefore modular in nature.

All examinations are multiple choice and have been designed to test at a variety of levels of difficulty in learning process using Bloom's Taxonomy principles adapted to the specific ITIL principles. The level of difficulty depends on the level of scheme or qualification supported.

4.1.4. Other Qualifications

The ITIL Master Qualification is the highest level of qualification achievement possible within the official ITIL scheme. This qualification does not have a supporting examination, but tests via assessment of written submissions and oral interview.

5. The ITIL Qualification Scheme

5.

5.1. Overview

The purpose of the ITIL Qualification Scheme is to ensure that relevant qualifications are available to support the formalized learning requirements of individuals and organizations related to the ITIL Service Management Practices.

5.1.1. Design

The design principles of the scheme specify that the Qualification Scheme must:

- offer qualifications that are of value to the career objectives of the student
- offer flexibility in how they can be delivered
- provide knowledge that meets the stated learning objectives and competency outcomes
- align to Bloom's Taxonomy levels of abstraction for setting examination questions against the syllabus
- contribute to the maturity of ITSM professionalism
- be responsive to evolving market demand
- provide a transitional upgrading strategy and supporting qualifications for those wishing to enhance earlier ITIL qualifications to the current model, and those mid-stream wishing to complete qualifications under the current scheme

The ITIL Qualification Scheme is aligned to the construct of the ITIL Service Management Practices core guidance. The current core guidance has expanded upon earlier ITIL guidance by including broader ITSM practices. The result is an increase in scope, breadth and depth of the syllabuses.

The basic design incorporates a modular structure for qualifications to provide flexibility in the customer selection and the use of a credit system to achieve the Expert Certificate in ITSM and also to support innovative delivery mechanisms by the ATO community.

5.1.2. Scheme Structure

The Qualification Scheme, as approved by the ITIL Qualification Board, is based on content of the core ITIL Service Management Practices publications, namely service strategy, service design, service transition, service operation and continual service improvement.

The subject and content areas as included in the ITIL core publications have been grouped into a variety of combinations which cover the ITIL Service Management practice Lifecycle and Capability elements, and are organized into three levels.

Figure 1 - ITIL Qualification Scheme Structure



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5.2. Foundation level

This entrance level offers a general awareness of the Service Lifecycle and the key elements within. Learning objectives and competencies are focused on an understanding of the overall linkages between the stages in the Lifecycle, the processes used and their contribution to Service Management practices.

The purpose of the ITIL Foundation Certificate in IT Service Management is to certify that a candidate has gained knowledge of the ITIL terminology, structure and basic concepts and has comprehended the core principles of ITIL practices for Service Management.

The ITIL Foundation Certificate in IT Service Management is not intended to enable the holders of the certificate to apply the ITIL practices for Service Management without further guidance.

Upon successful completion of the education and examination components related to this qualification, candidates can expect to gain knowledge and understanding in the following:

- Service Management as a practice (Comprehension)
- Service Lifecycle (Comprehension)
- Key Principles and Models (Comprehension)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL Qualification Scheme (Awareness)

5.2.1. Target Group

The target group of the ITIL Foundation Certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization
- IT professionals who are working within an organization that has adopted and adapted ITIL who need to be informed about and thereafter contribute to an ongoing service improvement programme

The Foundation examination utilizes Bloom's level 1 and 2 Taxonomy and tests candidates in their ability to understand the basic concepts, describe them and demonstrate basic comprehension of the ITIL practices.

5.2.2. Format of the ITIL Foundation Certificate in IT Service Management Course and Exam

Prerequisites	None - accredited ITIL Foundation training is strongly recommended but not mandatory
Module Credit Value	2
Personal Study Recommendations	None
Course Duration	At 3 days of instruction with an ATO or via an accredited e-learning solution based on the latest syllabus, as part of a formal, approved training course
Exam Type	Multiple choice, 40 questions
Exam Duration	60 minutes
Provisions for Additional Time Relating to Language	Candidates completing an exam: <ul style="list-style-type: none">• in a language that is not their mother tongue, and• where the language of the exam is not a business language in the country, have a maximum of 75 minutes to complete the exam and are allowed the use of a dictionary.

Supervised	Yes
Open Book	No
Pass Score	65% (26/40)
Marking Method	Classic multiple choice: only one option can be correct and will be awarded a mark.
Delivery	Examination can be online or paper based from an ATO or directly via an Examination Institutes' Public Exam Scheme
Class size	Maximum ratio of 25 students to one trainer

5.3. Intermediate Level

The Intermediate Level is a dual stream modular series, each with a set of qualifications.

The Service Lifecycle series will be of interest to candidates wishing to obtain knowledge of ITIL practices within the Service Lifecycle context.

The key focus areas are:

- the ITIL service lifecycle itself,
- the use of process and practice elements within it, and
- the management capabilities needed to deliver quality Service Management practices in an organization.

The Service Capability series will be of interest to candidates who wish to be certified in a deep level understanding of processes and roles. Attention to the Service Lifecycle is illustrated as part of the curriculum, however the key focus areas are:

- the process activities, and
- the execution and use of processes throughout the Service Lifecycle.

The purpose of these modules and the associated exams is, respectively, to impart, test, and validate the knowledge of industry practices in Service Management and the Service Lifecycle as documented in the ITIL Service Management Practices core Publications.

All ITIL Intermediate level qualifications are free-standing qualifications. Candidates can select the modules which are of interest to them based on their personal development or professional career requirements, and can use the available range of qualifications to develop specialism in specific ITIL Service Lifecycle stages, processes or practice areas.

Individuals can choose to take as few or as many ITIL Intermediate qualifications as they would like and can take these at their own pace, using the ITIL Intermediate qualifications as a career progression tool; building upon their ITIL knowledge and skills base over a period of time as they move through their career in IT Service Management.

Once sufficient Intermediate qualifications have been achieved, candidates may also be eligible for the ITIL Expert Certificate, which recognizes a candidate's overall achievement in IT Service Management qualifications and study.

See section 5.5 for more information on the ITIL Expert Certificate in IT Service Management.

5.3.1. Target Group

- Individuals who require a deeper understanding of the ITIL Service Management Practice elements of the ITIL Service Management Lifecycle and how they may be implemented to enhance the quality of IT service management within an organization
- IT professionals working in roles associated with strategic planning, execution and control within a service-based business model, seeking a deeper understanding of the functions and processes of the ITIL Service Lifecycle
- Individuals who wish to specialize in any of the Service Lifecycle and Capability Areas
- Individuals seeking ITIL Expert or ITIL Master level certification in ITIL Service Management, for which these are prerequisite modules.

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The Intermediate Level exams utilize Bloom's levels 3 and 4 and require candidates to have deep level of understanding of the subject matter and to demonstrate how to apply and execute the concepts in the workplace.

Upon successful completion of training and examinations related to these qualifications, it is reasonable to expect a better understanding of the content of the ITIL Service Management Practices and Processes, which form the core of the ITIL Service Lifecycle.

5.3.2. Service Lifecycle Modules

The Service Lifecycle series is focused on each stage of the Lifecycle, and syllabuses are matched to each of the five core practice areas. A qualification can be achieved for each module.

The Lifecycle modules are:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

The Service Lifecycle Modules expose interested individuals to essential aspects of management, marketing, operations, and organization management useful to appreciate the concerns of their business counterparts within a Service Management context.

Each module of the Lifecycle series covers an introduction to the Service Lifecycle, the principles, processes, functions and activities within that stage of the ITIL Service Management Lifecycle, along with technology and implementation considerations.

These qualifications will also be of interest to individuals simply seeking a better grasp of the business fundamentals that drive the need for IT services and justify investments.

5.3.2.1. Eligibility for Lifecycle Modules examinations

Before taking the course, it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

5.3.2.2. Format of the Service Lifecycle Module Courses and Examinations

Prerequisites	1. ITIL Foundation Certificate in IT Service Management 2. Successful completion of an accredited course for the module from an ATO
Module Credit Value	3
Personal Study Recommendations	21 hours of personal study using the syllabus and relevant publications
Course Duration	At least 21 hours of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course
Exam Type	8 complex multiple-choice, scenario-based questions
Exam Duration	90 minutes
Provisions for Additional Time Relating to Language	Candidates completing an exam: <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary
Supervised	Yes
Open Book	No
Pass Score	70% (28/40)

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Marking Method	<p>Gradient scoring will be the marking method. In this method, questions are graded as follows:</p> <ul style="list-style-type: none"> • One option is correct and will receive the most marks; • One option is partially correct and will receive slightly fewer marks than the correct option; • One option is the least correct and will receive the fewest marks; • One option is incorrect and will receive no marks
Delivery	Examination can be paper based or online from an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam)
Class Size	Maximum ratio of 18 students to one trainer

5.3.3. Service Capability modules

The Service Capability series is focused on role-based clusters in a modular set, each with a qualification. Each cluster contains groupings of processes and roles from within IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use.

The four Service Capability modules and their respective subject areas are:

Planning, Protection and Optimization (PPO)	<ul style="list-style-type: none"> • Capacity management • Availability management • IT service continuity management • Information security management • Demand management
Service Offerings and Agreements (SOA)	<ul style="list-style-type: none"> • Service portfolio management • Service catalogue management • Service level management • Demand management • Supplier management • Financial management for IT services • Business relationship management
Release, Control and Validation (RCV)	<ul style="list-style-type: none"> • Change management • Service asset and configuration management • Service validation and testing • Release and deployment management • Request fulfilment • Change evaluation • Knowledge management
Operational Support and Analysis (OSA)	<ul style="list-style-type: none"> • Event management • Incident management • Request fulfilment • Problem management • Access management • Service desk • Technical management • IT operations management • Application management

5.3.3.1. Eligibility for Capability Modules examinations

Before taking the course, it is recommended, though not required, that candidates have exposure to basic concepts in IT and related work experience of at least two years.

5.3.3.2. Format of the Service Capability Module Courses and Examinations

Prerequisites	1. ITIL Foundation Certificate in IT Service Management 2. Successful completion of an accredited course for the module from an ITIL ATO
Module Credit Value	4
Personal Study Recommendations	12 hours of personal study using the syllabus and relevant publications
Course Duration	At least 30 hours of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course
Exam Type	8 complex multiple-choice, scenario-based questions
Exam Duration	90 minutes
Provisions for Additional Time Relating to Language	Candidates completing an exam: <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country have a maximum of 120 minutes to complete the exam and are allowed the use of a dictionary
Supervised	Yes
Open Book	No
Pass Score	70% (28/40)
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: <ul style="list-style-type: none"> • One option is correct and will receive the most marks; • One option is partially correct and will receive slightly fewer marks than the correct option; • One option is the least correct and will receive the fewest marks; • One option is incorrect and will receive no marks
Delivery	Examination can be paper based or online from an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam)
Class Size	Maximum ratio of 18 students to one trainer

5.4. Managing Across the Lifecycle

This is the Capstone qualification in the ITIL scheme, and completes the Lifecycle and Capability Intermediate streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices.

The course and examination include:

- Key concepts of the service lifecycle
- Communication and stakeholder management
- Integrating service management processes across the service lifecycle
- Managing services across the service lifecycle
- Governance and organization
- Measurement
- Implementing and improving service management capability.

To reach ITIL Expert level, this qualification and the associated accredited training course are mandatory for all candidates.

5.4.1. Format of the Managing Across the Lifecycle Module Course and Examination

Prerequisites	1. Candidate must have attained a minimum of 17 credits from balanced ITIL study. Documentary evidence of this must be presented by candidates for the MALC qualification. 2. Successful completion of an Accredited Course for the module from an ITIL ATO.
Module Credit Value	5
Personal Study Recommendations	28 hours of personal study using the syllabus and relevant publications
Course Duration	At least 30 hours of instruction with an ATO or the accredited equivalent via an e-learning provider based on the latest version of the syllabus, as part of a formal, approved training course.
Exam Type	10 complex multiple-choice, gradient-scored questions based upon a single case study, issued in advance, with additional short scenarios to provide additional context for each question.
Exam Duration	120 minutes
Provisions for Additional Time Relating to Language	Candidates completing an exam:- <ul style="list-style-type: none"> • in a language that is not their mother tongue, and • where the language of the exam is not a business language in the country have a maximum of 150 minutes to complete the exam and are allowed the use of a dictionary
Supervised	Yes
Open Book	No
Pass Score	70% (35/50)
Marking Method	Gradient scoring will be the marking method. In this method, questions are graded as follows: <ul style="list-style-type: none"> • One option is correct and will receive the most marks; • One option is partially correct and will receive slightly fewer marks than the correct option; • One option is the least correct and will receive the fewest marks; • One option is incorrect and will receive no marks
Delivery	Examination can be paper based or online from an ATO or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam)
Class Size	Maximum ratio of 18 students to one trainer

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5.5. ITIL Expert Certificate in IT Service Management

The Expert Certificate is awarded to candidates who have achieved a range of ITIL qualifications and have achieved a well rounded, superior knowledge and skills base in ITIL Best Practices.

There is no examination required for this level; however candidates must achieve a series of qualifications across a selection of **balanced subject areas**, examined across the full spectrum of the ITIL Service Management Practice areas.

A credit system has been applied to the scheme (see section 6) to enable candidates, interested in this level, to reach the required level of qualification achievement.

To achieve the qualification, the basic requirement is that candidates must obtain a minimum of twenty two (22) credits from ITIL qualification or complementary products. The scheme construct mandates that two (2) of these credits must be from the Foundation Certificate which is a mandatory first step, and five (5) must be from the Managing Across the Lifecycle module, which is a mandatory final step (the “Capstone”).

After Foundation, candidates can choose any selection of modules from the Intermediate level (Capability or Lifecycle) as well as the complementary qualifications to gain the other 15 credits, but are expected to choose a balanced programme overall. A candidate can only claim a maximum of 6 credits from complementary products.

Candidates must note that no credit will be given for repeated modules. Further guidance on the selection of balanced module programmes and the credit system that supports the ITIL Scheme can be found in section 6 of this document.

Alternatively, candidates can seek guidance from their ATO or EI or by accessing the ITIL Credit Profiler online tool (<http://www.itil-officialsite.com/qualifications/creditprofiler.aspx>).

5.6. ITIL Master Certificate in IT Service Management

The ITIL Master Qualification Certificate validates the capability of the candidate to apply the principles, methods and techniques from ITIL® in the workplace.

To achieve the ITIL Master Qualification the candidate must be able to explain and justify how they selected and applied a range of knowledge, principles, methods and techniques from ITIL and supporting management techniques, to achieve desired business outcomes in one or more practical assignments.

This Qualification program has been designed to enable candidates to outline an initial idea or **“Proposal”** for business improvement and demonstrate the effectiveness of the solution and its benefits to the business in a portfolio of information and evidence - the **“Work Package”**. The completion of these components is then verified and can be elaborated upon through a personal **“Interview”** with an assessment panel.

Although there is no fixed syllabus for this Qualification, each candidate is expected to have an in-depth knowledge of the ITIL areas they have selected for inclusion in their submissions and must document this in line with the Qualification **“Requirements and Scope”** documentation provided. Candidates are also expected to demonstrate management and planning skills in support of the areas of ITIL that they select.

5.6.1. Curriculum

Since every candidate will select a unique range of experience to apply, it is not possible to define a fixed syllabus with associated Learning Objectives.

There is also no prescribed training course for this Qualification since the theory being tested will vary depending on the nature of the situation each candidate will choose to address.

Instead, the ITIL Master Qualification allows candidates to determine their own field of application based on ITIL Requirements and Scope documentation in place of a syllabus, to guide candidates through the process, including both fixed and variable requirements to be addressed by the candidate in their submissions.

5.6.2. Pre-requisite Entry Criteria

To be eligible for the ITIL Master Qualification, candidates must meet the following entry criteria:

- Have achieved the ITIL Expert Certificate in IT Service Management
- Have worked in IT service management for at least five years in leadership, managerial, or higher/senior management advisory roles.

A candidate must ensure they have an extensive base of practical 'hands-on' ITIL experience to enable them to demonstrate active involvement in implementation of the practices, in order to meet the requirements for the Qualification.

In addition, it is a critical requirement that candidates can provide sufficient evidence of their role in the assignments and/or proof that they carried out the tasks.

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5.6.3. ITIL Master Program: Assessment Stages

The mandatory stages for achieving the ITIL Master Qualification are:

1. *Registration with a Licensed EI*

All candidates are required to register for the ITIL Master Qualification via a participating Licensed EI. An interested candidate can contact any participating EI to request registration onto the ITIL Master Assessment program.

2. *Application Completion*

Completion of a full application is the mandatory second stage of the ITIL Master Qualification program and required the candidate to provide unique information to identify themselves.

3. *Submission of a Proposal*

Following successful acceptance onto the program, a candidate must prepare and submit a Proposal. The Proposal should provide details of the scope of the intended (or completed) assignment(s) and the content of the Work Package that they will submit.

Candidates may choose to describe more than one assignment in their Proposal and Work Package in order to satisfy the Requirements and Scope and can outline an assignment or piece of practical work which will be completed in the future or which was completed in the past.

This includes assignments or projects which made use of earlier ITIL versions or editions, as long as the candidate can meet all of the requirements and use the appropriate language and terminology to show the alignment to the current ITIL edition.

4. *Preparation and submission of a Work Package for assessment*

The Work Package is the main piece of work within the ITIL Master Assessment program and is the body of evidence that candidates provide to demonstrate to the Assessors that they have met the criteria for the Qualification.

The Work Package describes the real-world situations faced by the candidate with detail of how the candidate was able to use their ITIL knowledge and capability to successfully evaluate and apply a solution to the situation, including any innovation. It should also detail the benefits that resulted from the implementation or solution to show how core ITIL concepts were applied to provide value to the business as well as to IT.

5. *Attendance at an interview to support the Work Package assessment*

This is the final stage of assessment leading to the ITIL Master Qualification.

The interview is important for three reasons:

- To provide the candidate with an opportunity to further explain specific aspects included in their Work Package;
- To provide ITIL Master Assessors with an opportunity to probe the candidates on specific areas of possible weakness in the Work Package and/or verify any facts or assertions made;
- To ensure that the Work Package is the candidate's own work.

The interview will also provide the candidates with an additional opportunity to prove their experience and wider ITIL and ITSM knowledge.

For more information, interested candidates should contact their Examination Institute,

6. ITIL Qualification Scheme Credit System

To meet the objective of a flexible scheme that allows candidates to tailor their ITIL education and qualification needs, a supporting credit system has been applied to the overall Qualification Scheme.

Candidates may elect to take as many or few modules as they wish to meet their individual or organizational needs. Each qualification earns credits for the ITIL Expert designation.

Credits do not expire, and, once gained, can be used at a future date and will be applied in accordance with the rules of the Qualification Scheme in use at that time.

6.

6.1. Credit values

Each ITIL qualification has been assigned a numerical credit value. Credit values across all levels can be accumulated over time to achieve the required minimum of twenty two (22) credits in order for a candidate to achieve the ITIL Expert Certificate. Credits are assigned as follows:

	Credit Value
ITIL Foundation Certificate in IT Service Management	2
ITIL Service Lifecycle stream	
Service Strategy	3
Service Design	3
Service Transition	3
Service Operation	3
Continual Service Improvement	3
ITIL Service Capability stream	
Planning, Protection and Optimization	4
Service Offerings and Agreements	4
Release, Control and Validation	4
Operational Support and Analysis	4
Managing Across the Lifecycle	5

The following illustration shows the credits assigned to each certification module within the ITIL scheme:

Figure 2 - Credit Assignment



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6.2. Credit and Examination Prerequisites

To ensure that candidates select a well balanced variety of qualifications across the curriculum, certain prerequisites and mandatory credits are required within the scheme and to achieve the ITIL Expert Certificate.

Candidates with no prior ITIL qualifications wishing to take ITIL examinations must satisfy the following prerequisites:

	Qualification Prerequisites	Credit Prerequisites
FOUNDATION	None	None
INTERMEDIATE	ITIL Foundation Certificate	2 credits
MANAGING ACROSS THE LIFECYCLE MODULE	ITIL Foundation Certificate AND a combination of ITIL Intermediate or Complementary qualifications	17 credits: <ul style="list-style-type: none"> • 2 Credits from Foundation • Min. 15 from Intermediate or Complementary qualifications
ITIL EXPERT	ITIL Foundation Certificate AND a combination of ITIL Intermediate or Complementary qualifications AND Managing Across the Lifecycle Certificate	22 credits: <ul style="list-style-type: none"> • 2 from Foundation • Min. 15 from Intermediate or Complementary qualifications • 5 from MALC
ITIL MASTER	ITIL Expert Certificate	As above for ITIL Expert

6.2.1. Prerequisite Exemptions

It should be noted that where a candidate has gained ITIL Expert level designation via the ITIL Service Manager and ITIL Manager Bridge Course and Examination, they are eligible to take an intermediate course and examination and do not need to take a Foundation qualification.

6.3. Selecting Modules to Achieve the ITIL Expert Certificate

It is strongly recommended that all candidates, who intend to achieve ITIL Expert level, achieve a balanced and well-rounded knowledge of ITIL.

In order to achieve this, candidates should select a series of Intermediate modules which complement each other. Modules of study should therefore cover each of the 5 practice areas, to ensure that the end result is a holistic view and knowledge of ITIL Best Practices.

The scheme has been designed with two principle streams – the Service Lifecycle and Service Capability streams – which have both been developed and constructed offering optimum balance and coverage of ITIL principles; however, there are other routes to ITIL Expert which offer a similar balance, and some possible module combinations are shown in Figure 3.

It should be noted that it is not a mandatory requirement for candidates to choose their Expert route from the paths outlined below; however selecting one of these routes will give candidates the best possible knowledge and skills base in ITIL.

Figure 3 – Possible Module Combination Options to achieve the ITIL Expert Certificate

	FN D	Capability Stream				Lifecycle Stream					Cap stone	
	Foundation Certificate	Planning, Protection & Optimization	Service Offerings & Agreements	Release, Control & Validation	Operational Support & Analysis	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement	Managing Across the Lifecycle	Total credits
Option A	2	4	4	4	4						5	23
Option B	2					3	3	3	3	3	5	22
Option C	2	4	4					3	3	3	5	24
Option D	2	4	4	4					3	3	5	25
Option E	2		4	4	4		3			3	5	25
Option F	2			4	4	3	3			3	5	24

6.4. Use of Earlier ITIL Certifications within the current ITIL scheme

The Qualification Board has approved the use of earlier versions of ITIL qualifications for credit use within the ITIL Qualification Scheme.

The use of these credits exists to recognize the existing investment in ITIL qualifications and the elements of earlier versions of ITIL which continue forward in the current guidance and the certifications within the current scheme.

6.4.1. Use of ITIL Practitioner Certificates

6.4.1.1. Achieving ITIL Expert Level with Practitioner Certifications

Under the Qualification Scheme, ITIL Practitioner qualifications have been evaluated and mapped against the ITIL Intermediate modules to determine the degree of overlap between them.

Based on this mapping, ITIL Practitioner qualifications have been allocated a credit value and a Credit Administration Policy has been identified for those modules with a high degree of overlap which cannot be used together towards ITIL Expert Level – see section 6.5 for more information.

It is likely that some candidates with one or more ITIL Practitioner qualifications will wish to use these credits toward the ITIL Expert Certificate and the credits which have been assigned to the qualifications from earlier versions of ITIL are below.

Earlier ITIL Qualifications	Credit
ITIL Practitioner Certificates	
Clustered Subjects:	
• Plan and Improve (IPPI)	3.5
• Agree and Define (IPAD)	3.5
• Support and Restore (IPSR)	3.5
• Release and Control (IPRC)	3.5
• Service Desk, Incident and Problem Management	3.5
• Change, Configuration and Release Management (CCR)	3.5
Single Subjects:	
• Service Desk and Incident Management	2
• Service Level Management	2
• Release Management	2
• Problem Management	2
• IT Service Continuity Management	2
• Financial Management	2
• Configuration Management	2
• Change Management	2
• Capacity Management	2
• Availability Management	2

The following options are available to these candidates:

Complete the current ITIL Foundation Certificate in IT Service Management (or earlier version of ITIL Foundation Certificate plus Foundation Bridge - both now retired)

AND

Add to their existing ITIL Practitioner qualifications and credits by completing a balanced selection of Intermediate courses plus MALC, and successfully pass the module exams.

NOTE TO CANDIDATES:

In order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.

Candidates who hold ITIL Practitioner modules should be aware of the Credit Administration Policy which relates to the use of modules and credits towards ITIL Expert Level. As some Practitioner modules have a high degree of overlap with Intermediate modules, they cannot be used together towards ITIL Expert Level.

For more information on this policy, see section 6.

6.4.1.2. Enhancement of ITIL Practitioner Knowledge in an ITIL practice area

ITIL Practitioner qualification holders who would like to enhance their learning in a specific ITIL practice area can enter the ITIL Qualification Scheme and take Intermediate modules in similar or parallel processes or practice areas.

In order to take an Intermediate qualification, these candidates must hold the current ITIL Foundation Certificate in IT Service Management or earlier version of ITIL Foundation Certificate plus Foundation Bridge (both now retired).

Once candidates become eligible to take Intermediate modules, they are free to select any of the available modules, based on their own educational or professional requirements.

Candidates should refer to the ITIL syllabuses or seek guidance from their EI or ATO to determine which Intermediate modules may be of interest to them.

6.4.2. Use of ITIL Service Manager Certificate

Candidates who have achieved the Service Manager certificate, but did not successfully pass the ITIL Manager Bridge examination prior to its withdrawal, have a few options to update their knowledge and/or qualifications.

To take an ITIL intermediate qualification, Service Manager certificate holders must complete the current ITIL Foundation Certificate in IT Service Management or hold the earlier version of ITIL Foundation Certificate plus Foundation Bridge (both now retired)

In order to reach ITIL Expert Level, holders of the Service Manager Certificate must successfully complete the following certifications:

Current ITIL Foundation Certificate in IT Service Management

PLUS		
Service Strategy	OR	Continual Service Improvement
PLUS		

Managing Across the Lifecycle (MALC)

This Bridging route will only be available to holders of the full ITIL Service Manager Certificate (both Service support and Service Delivery components).

Individuals who choose to follow this route to ITIL Expert Level should note that the credit system does not apply to this particular bridging option.

6.4.3. Withdrawal of earlier ITIL Qualifications and associated bridging exams

As announced in October 2009, the following ITIL qualifications were withdrawn from the market on the following dates:

- Earlier version of ITIL Foundation on 30 June 2010
- Service Manager on 31 August 2010
- Practitioner on 31 Dec 2010
- Foundation Bridge on 31 Dec 2010
- Manager Bridge on 30 June 2011
- Re-sits for all of the above on 30 June 2011

The following rules therefore now apply for holders of earlier ITIL certifications:

- There is no bridging option available to holders of the earlier ITIL Foundation Certificate. Whilst the certificate still remains valid and recognized by the industry, any certificate holders who would like to take an ITIL Intermediate module must take the current Foundation Certificate in IT Service Management in order to be eligible.
- Any candidate holding ITIL Practitioner Certificates that would like to take current ITIL qualifications or achieve the ITIL Expert Certificate will be required to follow the options outlined in section 6.4.1 of this document.
- Holders of the ITIL Service Manager Certificate will be required to follow the options outlined in section 6.4.2 of this document.

6.5. Credit Administration Policy

A key aspect of the current ITIL Qualification Scheme is to award ITIL Expert Certificates to candidates who have demonstrated a well-balanced knowledge of ITIL, through achievement of a series of ITIL qualifications.

In order to award this fairly, an additional policy has been introduced to mandate how qualifications with overlapped content are assigned credit recognition towards ITIL Expert Level, while ensuring that an appropriate balance of knowledge is achieved across the qualification spectrum.

A Credit Administration Policy has therefore been introduced to identify those modules which have a high degree of overlap, and as a result would not constitute a balanced ITIL knowledge if used together towards ITIL Expert Level.

The policy itself highlights 3 degrees of overlap and rules for use of credits across all ITIL qualifications – past and current - as follows:

6.5.1. Content Overlap between 1 and 19%:

Modules with this degree of overlap are those where introductory content focusing on the ITSM-based curriculum would be similar or duality of process roles and organizational challenges generally accounts for the overlap. This overlap is not considered sufficient to warrant concern, nor detract from the overall learning experience for the candidate.

- *The policy for any two qualifications that overlap within this range is that the degree of overlap is negligible and does not negate or exempt the credit acquisition of any of the certifications which fall into this range.*
- **Candidates are allowed to use the credits gained in any of the qualifications in this range toward the ITIL Expert Level.**

6.5.2. Content Overlap between 20 and 39%:

Content overlap in this range is moderate and in most cases results from the same processes being covered. This overlap is most consistently seen between the Service Lifecycle and Service Capability qualifications, where the same processes and functions appear in both, but to varying degrees of depth.

The degree of overlap is moderate, therefore taking two qualifications in this range will not constitute a significant overlap; however any candidate wishing to ensure a proper balance of knowledge should avoid combining two or more qualifications in this range, as greater benefit will be gained through balanced certification selection. This also strengthens a candidate's knowledge base to succeed at the MALC qualification, the final stage in achieving Expert Level.

- *The policy for qualifications that overlap within this range is that, **in order to obtain a broad and balanced understanding of ITIL, the following qualifications should be avoided.** However, candidates who do study for and pass these exams can count both sets of units towards their Expert Certificate.*

Figure 4 – Intermediate modules combined with other Intermediate qualifications

	SS	SD	ST	SO	CSI	SOA	OSA	PPO	RCV
SS	Can be combined	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided
SD	Should be avoided	Can be combined	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided
ST	Should be avoided	Should be avoided	Can be combined	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided
SO	Should be avoided	Should be avoided	Should be avoided	Can be combined	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided
CSI	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Can be combined	Should be avoided	Should be avoided	Should be avoided	Should be avoided
SOA	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Can be combined	Should be avoided	Should be avoided	Should be avoided
OSA	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Can be combined	Should be avoided	Should be avoided
PPO	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Can be combined	Should be avoided
RCV	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Should be avoided	Can be combined

6.5.3. Content Overlap between 40 – 79%:

This range of content overlap is considered significant and constitutes duplicated content and learning unit outcome. An overlap of this degree is enough to compromise a balanced knowledge base when two or more overlapping qualifications are combined.

Candidates who are using their accumulation of credits to gain Expert status are at risk of not having a proper balance of ITIL knowledge if they combine overlapping qualifications in this range. This places these candidates at increased risk of not having the knowledge to succeed at MALC, which presupposes a full base knowledge of ITIL Best Practices.

- *The policy in this instance is that any candidate **whose objective is to apply for ITIL Expert Level is not permitted to use credits from two overlapping qualifications.** While candidates are free to take any qualification, credits from only one of any two overlapping qualifications can be submitted for ITIL Expert.*

Four qualifications fall into this range:

Qualification	Overlaps with	Percentage of Overlap
SOA	IPAD	44
PPO	IPPI	49
RCV	IPRC	40
RCV	CCR	44

6.5.4. Credit Exemptions

Any candidate applying for the ITIL Expert Certificate that can prove they acquired the overlapping qualifications **prior to 01 August 2009** is eligible for an exemption and can use all credits earned towards ITIL Expert Level.

This exemption is applicable to candidates who already possess any of the ITIL Practitioner qualifications above (IPAD, IPPI, IPRC or CCR) AND one or more of the overlapping Intermediate qualifications.

7. Complementary Qualification Scheme

The Accreditor has established the Complementary Qualification Scheme to recognize qualifications which complement and “add value” to ITIL Best Practices and the Qualification Scheme, and support the educational and career development of ITSM professionals.

All Complementary qualifications are independently assessed and accepted if they meet the following high level criteria:

- If the qualification addresses areas within the ITIL core or complementary publications or other publicly available ITSM related or relevant publications (books, standards, papers etc.) that can be acquired free of charge or purchased;
- If the qualification addresses areas not covered by other ITIL core qualifications or existing areas with a new focus.

Once accepted, a Complementary qualification will be awarded a credit value depending on its format, content and relevance to ITIL Best Practices.

The credits earned from these qualifications can then be used by those candidates, who successfully achieve the qualification, towards the ITIL Expert Level.

7.1. Use of Complementary Qualifications and Credits in the ITIL Qualifications Scheme

Candidates can supplement ITIL qualifications with Complementary qualifications to achieve the requisite number of credits and coverage of the ITIL service lifecycle to achieve ITIL Expert Level.

The number of credits a candidate can submit from Complementary qualifications towards ITIL Expert is limited to a maximum of 6 (six) credits from any combination of complementary products.

For more information on the Complementary Qualification Scheme, candidates should see the ITIL Complementary Qualification Scheme Brochure.

For more information on the Complementary products that have been accepted, the content of these qualifications and their credit values candidates should see the following webpage: <http://www.itil-officialsite.com/Qualifications/ComplementaryQualifications.aspx>.

8. What ITIL Examinations are Available?

All of the examinations within the ITIL scheme are currently available to all candidates though ATOs and EIs as applicable.

When attending a training course, candidates should check that their chosen training provider has been accredited by one of the ITIL Examination Institutes to ensure quality delivery and official examinations.

8.1. Generic examination rules

The following rules are applicable to all examination levels and should be read by any candidate wishing to take one or more of the qualifications.

8.1.1. Examination provision

All accredited Examination Institutes are authorized to provide official ITIL qualifications. A current list of accredited Examination Institutes can be found at:

<http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.aspx>.

Examinations can be delivered either via ATOs, Approved Examination Organisations (AEOs), ATO Affiliates or, where applicable, directly to candidates at public examination sessions via other approved and licensed channels, such as Computer Based Testing Agencies (CBTAs). Where examinations are taken through an ATO, AEO or Affiliate, they will order the examinations from their EI and organize the administration of the examinations to their candidates for a fee. Where examinations are taken at a public sitting, candidates can book through an EI and attend the examinations at their chosen time and venue from those published by the EI.

Some of the ITIL examinations are available in both paper and electronic format. Where a candidate has a preference as to the delivery format of the examination they wish to sit, they should register this at the time they book the examination to ensure their expectations are met.

Each EI must maintain full details of all examinations and candidates, which will be subject to audit by the Official Accreditor. Successful examination candidates may have their achievement published on the Accreditor's Successful Candidate Register, available at:

<http://www.itil-officialsite.com/ITILEISCRquery.aspx>.

To publish this information the candidate must provide their permission at the time of examination in accordance with the EI's procedure and relevant data protection laws.

8.2. Competition

ATOs have a choice of EI, therefore EIs will publish their own rules regarding the following areas of scheme operation:

- Rules for the accreditation of ATOs, approval of Affiliates, trainers and course materials
- Fees for accreditation scheme and examinations
- Invigilation/Proctoring of examinations
- Issue and timing of results
- Issue and timing of certificates
- Appeals process
- Complaints process
- Data Protection Policy
- Discrimination Policy

It should be noted however, that while EIs are permitted to compete with each other on the areas of scheme delivery outlined above, they must satisfy overarching scheme principles in order for them to be accredited. EIs are not permitted to act in such a manner as to bring the official ITIL scheme into disrepute.

8.3. Appeals and complaints

All EIs have their own individual processes for appeals against accreditation or certification decisions as well as complaints against them or an ATO (or other organisation or channel) they accredit or approve. Candidates should use this procedure in the first instance.

Should a candidate be dissatisfied by the processing or result of an appeal or complaint they make through their EI, they have the right to escalate this to the Accreditor.

Candidates who wish to escalate a concern to the Official Accreditor should contact The Accreditor for further details.

If necessary, the Accreditor may take the appeal or complaint to the ITIL Qualification Board for consideration and resolution. In this instance the Accreditor will submit the issue or complaint at the next meeting of the ITIL Qualification Board and ensure feedback is provided in a timely fashion after the meeting.

8.4. Examination Translations

The Accreditor works closely with itSMF and other ITIL scheme members to find suitable ITIL experts to translate the qualifications into key languages, for the use of training organizations and EIs.

The Accreditor contracts directly with these individuals to ensure that qualifications are available, maintained and updated in line with the official central question library.

Up-to-date details of all currently available languages can be viewed at:
<http://www.itiil-officialsite.com/Qualifications/ExaminationLanguages.aspx>.

9. Glossary of Terms and Acronyms

The Accreditor	The Official ITIL Accreditor	Partner to Cabinet Office and contracted as The Official ITIL Accreditor for the ITIL qualification and accreditation scheme and specific licensing activities on behalf of the Cabinet Office. The Accreditor is part of The APM Group Limited.
AEO	Approved Examination Organisation	A third party organization which is approved by an EI to hold examination sittings only, via approved mechanisms within an EI's Quality Manual.
Affiliate	Affiliate	A third party training organisation that enters into a commercial arrangement with an ATO, is recognised by their accrediting EI and is licensed by the Accreditor to offer ITIL training.
APMG-International	APMG-International	Recognized EI.
ATO	Accredited Training Organization	An organization accredited by an EI and licensed by The Accreditor to run training courses leading to ITIL qualifications.
BCS-ISEB	British Computer Society - Information Systems Examination Board	Recognized EI.
Broker	Broker or Reseller	A third party organisation that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.
Cabinet Office	Cabinet Office	Cabinet Office manages the ITIL portfolio on behalf Her Majesty's Government (HMG) in the United Kingdom, which own the intellectual property rights in the ITIL content and data.
CERT-IT	CERT-IT GmbH	Recognized EI.
CBTA	Computer-Based Testing and Assessment Agent	A third party organisation which provides online examination delivery services to an EI to remote computer-based testing locations through a commercial agreement.
CSME	CSME	Recognized EI.
DANSK IT	DANSK IT	Recognized EI.
DFC	DF Certifiering AB	Recognized EI.
EI	Examination Institute	An organization accredited and licensed by The Accreditor to administer the assessment of ATOs and deliver of ITIL examinations to the market place.
EXIN International	EXIN International	Recognized EI.
itSMF	IT Service Management Forum	The independent forum for IT Service Management professionals.
LCS	Loyalist Certification Services	Recognized EI.
Operational Hub	Operational Hub	A third party organisation appointed by an EI to support examination delivery services which has been authorised and licensed by the Accreditor.
PeopleCert Group	PeopleCert Group	Recognized EI.
QMS	Quality Management Systems	The documented Quality Manual of an organisation including details of the organizations processes, procedures and policies.
TSO	The Stationery Office	The official publishing partner of the Cabinet Office responsible for the publication of the ITIL core library.
TÜV SÜD	TÜV SÜD Akademie GmbH	Recognized EI.

10. Contact Details

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The Stationery Office (TSO)	Tel: +44 (0)870 243 0123 Email: bmp@tso.co.uk
The Official ITIL Accreditor Limited (The Accreditor)	Tel: +44 (0)1494 458 958 Email: servicedesk@theaccreditor.com
itSMF	Tel: +44 (0)118 918 6500 Email: info@itsmfi.org

Examination Institutes as of 01 April 2012

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PeopleCert Group	Tel: +30 210 37 29 100 Email: info@peoplecert.org
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A full and current list of Examination Institutes can be found at:
<http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.aspx>.