ITIL® and COBIT® Certifications

This document supplements the detailed description in the course brochures,
and provides answers to the most frequently asked questions.

What courses comprise the ITIL and COBIT curriculum?

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

Achieving ITIL Foundation Certification	Course 1197
Achieving ITIL Practitioner Certification	Course 1198
ITIL Intermediate Qualification: Service Strategy	Course 982
ITIL Intermediate Qualification: Service Design	Course 993
ITIL Intermediate Qualification: Service Transition	Course 992
ITIL Intermediate Qualification: Service Operation	Course 991
ITIL Intermediate Qualification: Continual Service Improvement	Course 994
ITIL Intermediate Qualification: Operational Support and Analysis	Course 995
ITIL Intermediate Qualification: Release, Control and Validation	Course 996
ITIL Intermediate Qualification: Planning, Protection and Optimization	Course 997
ITIL Intermediate Qualification: Service Offerings and Agreements	Course 998
ITIL Managing Across the Lifecycle Qualification	Course 983
COBIT 5 Foundation	Course 3922

What is IT service management?

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

What is ITIL?

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

What is ITIL 2011?

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

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

What is COBIT 5?

COBIT 5 is a set of information for the effective implementation of IT governance and management. COBIT 5 is based on five key principles and seven categories of enablers for the governance and management of enterprise IT. The COBIT 5 framework covers the complete spectrum of IT and can be tailored to an organization's specific needs. COBIT helps organizations maximize the return on their IT investment and achieve strong alignment between business and IT strategy, all at a level of risk acceptable to the enterprise.

COBIT 5 builds and expands on COBIT 4.1 by integrating other major frameworks, standards and resources, including Val IT and Risk IT from ISACA, ITIL, and related standards from the International Organization for Standardization (ISO).

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What are ITIL Certification credits?

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

Foundation Level

- ITIL Foundation: 2 credits

Practitioner Level

- ITIL Practitioner: 3 credits

Intermediate Level

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

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

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

www.axelos.com/qualifications/itil-qualifications/earlier-itil-certificate-holders

What ITIL and IT service management certifications are available?

ITIL

- **Foundation:** focuses on fundamental knowledge of ITIL, providing a solid grounding in the key concepts and processes.
- **Intermediate:** focuses on the application of key concepts within ITIL and are broken down into two streams:
  Lifecycle Stream: focuses on each of the five core ITIL modules and the management skills needed deliver quality service management practices
  Capability Stream: these certificates are process-focused around entire process activities.
- **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.axelos.com/qualifications/itil-qualifications/itil-master

COBIT

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

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