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

Strategy, Planning and Consultancy

- Application Consultant
- Associate
- Business Analyst
- Business Consultant
- Financial Analyst
- Knowledge Management
- Market Data Analyst
- Market Data Specialist
- Process Consultant
- Strategy Consultant

Technical Support

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

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

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

Operations and Infrastructure

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

Project Management Office

- PMO Staff
- Portfolio Manager
- Program Manager
- Project Manager

Transition Management

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

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

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 Manager

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

Learning Tree offers comprehensive ITIL instruction and exam preparation.

For more information call 1-800-843-8733 (THE-TREE) or visit www.learningtree.ca/ITIL

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Training You Can Trust®

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

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

Most Relevant Certification

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

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

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

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

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

Most Relevant Certification

Service Strategy (Lifecycle) – Course 982 – **3 credits,** **19 PDUs**
- 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 Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983 5 credits, 30 PDUs

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Training You Can Trust®

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

Most Relevant Certification

Service Offerings and Agreements (Capability) – Course 998 – 4 credits, 30 PDUs
- 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

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

Technical Support
- 2nd & 3rd 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

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

Most Relevant Certification

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
- 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)
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	****Most Relevant Certification**** **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**

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

Most Relevant Certification

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

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

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

Most Relevant Certification

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

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

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

Most Relevant Certification

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

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

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Training You Can Trust®

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

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

Most Relevant Certification

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

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

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

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

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

Most Relevant Certification

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

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

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

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

Most Relevant Certification

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

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Training You Can Trust®

| JOB TITLE | RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order) | |

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

Most Relevant Certification

Service Design (Lifecycle) – Course 993 – **3 credits, 19 PDUs**
- 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 Required to Achieve ITIL Expert
Managing Across the Lifecycle – Course 983
5 credits, 30 PDUs

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