

ITSM Orientation (Apprentice)

This apprentice-level non-certification program is targeted at individuals who do not have an active role in the design, implementation and operations of an ITSM program but play an important role in the areas of securing funding and support for the program. Historically, this role has been assigned to the executive leadership team, their direct reports and anyone else who is responsible for evaluating ITIL in terms of its business value to the enterprise. It is also a suitable program for orienting new hires to the terms and processes in use by an ITSM-compliant organization.

ITSM Foundation (General Practitioner)

The foundation-level certification program is targeted at IT professionals looking to become a general practitioner in the practice of IT Service Management. While these practitioners have a general understanding of ITSM, they have a limited knowledge of any specific process, function or service lifecycle area. Historically, this has been the first step for those looking to become ITSM Specialists, ITSM Practice Managers or ITSM Experts.

ITSM Lifecycle Specialist

The lifecycle certification series is targeted at individuals looking to specialize in one or more of the five ITSM Lifecycle practice areas. Historically, these roles have been assigned to the individuals who are responsible for the Planning, Design and Optimizing (improvement) areas within the IT Engineering, Application Development and Project/Program Management organizations.

In order to take the certification examination for any of these Lifecycle courses, you must hold an ITIL V3 Foundation certificate. Proof of certification will be required by the Examination Institute.

It is highly recommended that you obtain a copy of the supporting OGC ITIL publication to aid in your studies.

Lifecycle - Service Operation (SO)

This Lifecycle Service Operation program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Operation. This program is for IT professionals looking to gain competencies in the following IT Service Operation areas:

- Introduction to Service Operation
- Service Operations Principals
- Service Operation Processes
- Common Service Operation Activities
- Organizing Service Operation: Functions
- Technology Considerations
- Implementation Considerations

Lifecycle - Service Transition (ST)

This Lifecycle Service Transition program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Transition. This program is for IT professionals looking to gain competencies in the following IT Service Transition areas:

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition related activities
- Organization and technology for Service Transition
- Understanding Implementation approaches, Service Transition roles, Challenges, Critical success factors and risks

Lifecycle - Service Design (SD)

This Lifecycle Service Design program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Design. This program is for IT professionals looking to gain competencies in the following IT Service Design areas:

- Introduction to Service Design
- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organization and technology for Service Design
- Understanding Implementation approaches, Challenges, Critical success factors & risks

Lifecycle - Service Strategy (SS)

This Lifecycle Service Strategy program leads to a Certificate in ITIL V3 Service Lifecycle Management - Service Strategy. This program is for IT professionals looking to gain competencies in the following IT Service Strategy areas:

- Leading discussions on Service Strategy
- Defining services and market spaces
- Conducting strategic analysis
- Applying Financial Management
- Managing demand
- Driving strategy through the Service Lifecycle
- Understanding Critical success factors and risks

Lifecycle - Continual Service Improvement (CSI)

This Lifecycle Continual Service Improvement program leads to a Certificate in ITIL V3 Service Lifecycle Management - Continual Service Improvement. This program is for IT professionals looking to gain competencies in the following Continual Service Improvement areas:

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles

- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Continual Service Improvement technology related activities
- Organization and technology for Continual Service Improvement
- Understanding Implementation approaches, Challenges, Critical success factors and Risks

ITSM Capability Specialist

itSM Solutions LLC offers the full range of ITIL V3 Capability courses. Accredited by the (Center for Service Management Excellence (CSME)), each course adheres to the standards defined by the ITIL Accreditor.

In order to take the certification examination for any of these Capability courses, you must hold an ITIL V3 Foundation certificate. Proof of certification will be required by the Examination Institute.

It is highly recommended that you obtain a copy of the supporting OGC ITIL publication to aid in your studies.

Capability - Operational Support & Analysis (OSA)

This capability Operational Support & Analysis program leads to a Certificate in ITIL V3 Service Capability Management - Operational Support & Analysis. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Operational Support & Analysis cluster includes the following process areas:

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management
- Service Desk
- Technical Management
- IT Operations Management
- Application Management

Capability - Release, Control & Validation (RCV)

This capability Release, Control & Validation program leads to a Certificate in ITIL V3 Service Capability Management - Release, Control & Validation. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Release, Control & Validation cluster includes the following process areas:

- Change Management

- Service Release and Deployment Management
- Service Validation and Testing
- Service Asset and Configuration Management
- Knowledge Management
- Request Fulfillment
- Service Evaluation

Capability - Planning, Protection & Optimization (PPO)

This capability Planning, Protection & Optimization program leads to a Certificate in ITIL V3 Service Capability Management - Planning, Protection and Optimization. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Planning, Protection and Optimization cluster includes the following process areas:

- Availability Management
- Capacity Management
- IT Service Continuity Management
- Demand Management
- Risk Management
- Information Security Management

Capability - Service Offerings & Agreements (SOA)

This capability Service Offerings & Agreements program leads to a Certificate in ITIL V3 Service Capability Management - Service Operations & Agreements. The Service Capability series is focused on role based clusters in a modular set, each with a certification. Each cluster contains groupings of processes and roles from within ITIL IT Service Management, intended to offer candidates a balanced knowledge of ITIL practices which have direct interaction and dependencies in their daily use. The Planning, Service Offerings & Agreements cluster includes the following process areas:

- Service Portfolio Management
- Service Level Management
- Service Catalogue Management
- Demand Management
- Supplier Management
- Financial Management

ITSM Practice Manager Certification

This ITSM Practice Manager certification program leads to multiple certificates in IT Service Management. The primary purpose of this role is to lead the Lifecycle and Capability Specialists responsible for the following ITSM Practice areas:

- ITSM Service Operations
- ITSM Service Transition
- ITSM Service Planning & Optimization
- ITSM Service Design & Agreements

ITSM Expert Certification

This ITSM Expert certification program leads to multiple certificates in IT Service Management. The primary purpose of this role is to be the Mentor to the Lifecycle and Capability teams responsible for the Planning, Design, Implementation, Operations and Optimization of the ITSM program.:

Historically, these roles have been assigned to individuals from the IT Engineering, Program/Project management and Operation organizations who have a 360° view of how IT operates in the context of the enterprise. Practice areas include:

ITSM V3 Service Manager Bridge (this program is for existing V2 Service Managers)

This V3 Service manager Bridge program enables ITIL Version 2 certified Service Managers to upgrade their Service Manager certification to Version 3 of the IT Infrastructure Library. The Manager Bridge course covers the subject areas of all five Lifecycle stages which are new to V3 and those existing subject areas of V2 which have undergone significant change in V3. This qualification will bridge the gap between the ITIL V1 or V2 Service Manager Certificate in IT Service Management and the ITIL Expert certification in IT Service Management. **Students must have a ITIL V2 Service manager certificate to sit for the V3 Service manager bridge exam.**