2011
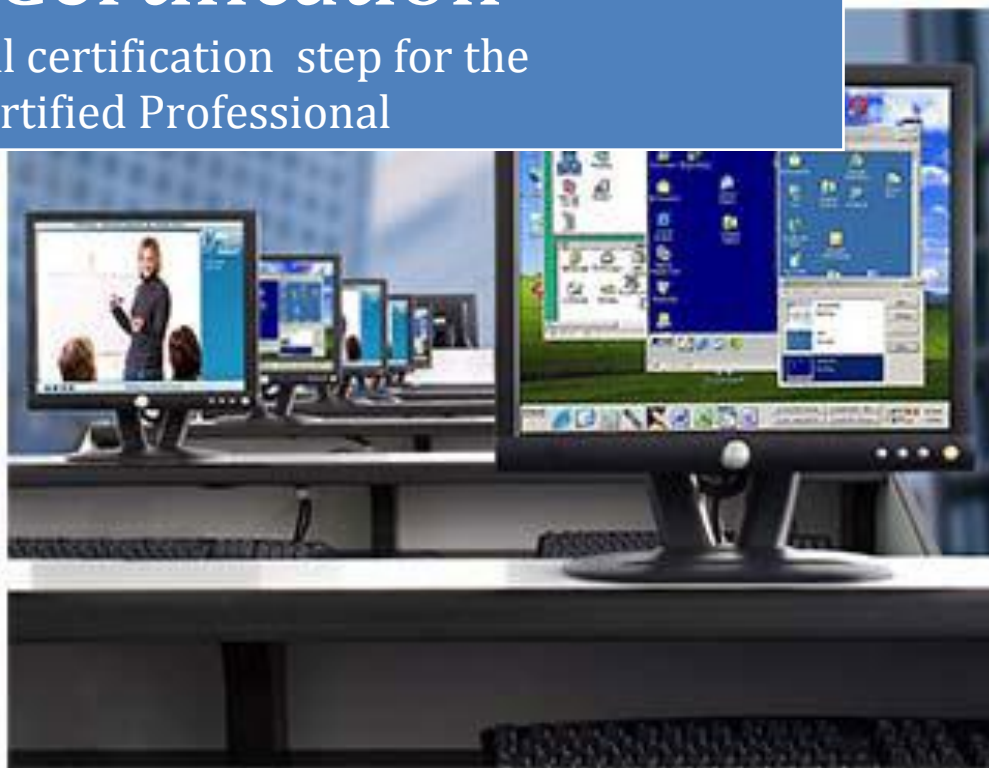
ITIL® Certification

The next logical certification step for the
Cisco Certified Professional

Rick Lemieux
Managing Partner
(401) 764-0720
rick.lemieux@itsmsolutions.com

Contents

IT Transformation

Two things are certain: first, IT is now at the center of most businesses; second, business is a moving target. The demand for coordination across value chains, functions, markets, and geographies will continue to accelerate, and it will be impossible to respond to this challenge without driving new ways of thinking through corporate ranks.

Information technology is fundamental to corporate success, and IT decisions, like all other business decisions, must consider the value of its contribution to the business. In light of this, a solid, sound business case for IT investments requires mature IT and business judgment. Unfortunately, there are no shortcuts to developing maturity or to developing judgment - both take time and experience. There is only one way to gain traction in these circumstances and that is to apply the collective experience of both IT and business people to the pursuit and execution of a single corporate strategy. In this case the integrated whole is definitely much greater than the sum of the two parts.

Successful IT/business alignment means developing and sustaining a symbiotic relationship between IT and business – a relationship that benefits both parties. This requires that the business recognize IT executives as essential to the development of credible business strategies and operations, and that IT consider non-IT executives equally essential to the development of credible IT strategies and operations.

In order to support this new IT/business model, IT needs to transform the traditional Business - IT paradigm from one focused on technological value to one focused on service value. This service provider paradigm encompasses IT best practices using the perspectives of people, process, technology, organization, and integration. The following attributes depict the transformation of a traditional "business - IT paradigm":

Traditional I/T	becomes	Service Focused - IT
Technology Focus	➔	Process Focus
"Fire-Fighting"	➔	Preventative
Reactive	➔	Proactive
Users	➔	Customers
Centralized, Done In-House	➔	Multi-Sourced
Isolated, Silos	➔	Integrated, Enterprise-Wide
"One Off", Ad Hoc	➔	Repeatable, Accountable
Informal Processes	➔	Formal Best Practices
IT Internal Perspective	➔	Business Perspective
Operational Specific	➔	Service Orientation

IT's New Operating Model

In order to operate as a service provider, IT organizations must demonstrate three main characteristics; an unambiguous understanding of their customer's need, repeatable processes to ensure consistency of execution, and the ability to innovate in a structured manner. In effect this becomes the model for the delivery of business aligned-processes and technology.

In order to achieve an unambiguous understanding of the customer's needs, the service provider must, in a structured repeatable manner, define and categorize the enterprise process, technology and capability requirements. The next step is to compare these requirements to the existing environment to understand what it will take to achieve and manage the required capability. The provider must do this in the context of governance based on enterprise goals and achievement measured against expected outcomes.

Repeatable processes are required to ensure consistency of execution. This is critical because day-to-day business processes rely so much on embedded technology that failure to execute consistently directly impacts the enterprise's ability to deliver its product or service.

Finally, the service provider must develop a utility grade delivery platform and process management model that is capable of supporting emerging utility based architectures and applications such as Real Time Infrastructure (RTI), Service Oriented Architecture (SOA) and Software as a Service (SaaS). A service provider provides the portal through which the enterprise receives its enabling business technology. The service provider brokers those services irrespective of their source, internal or external. Therefore, the provider can deliver utility grade, enterprise-aligned services as needed, and manage technology investments and innovation in a structured manner. Underpinning all of this is the need for a model that helps identify what services need to be sourced internally and what services can be sourced externally. This model will provide the guidance the enterprise needs to classify the services and processes that are critical to quality service delivery and differentiation in the marketplace.

IT Frameworks, Methods & Standards

In order to support this new operating model, IT needs to transform the traditional Business – IT paradigm from one focused on technological value to one focused on service value. This service provider paradigm encompasses widely accepted IT best practices frameworks, methods and standards using the perspectives of people, process, technology, organization, and integration.

According to the official ITIL site (www.itil-officialsite.com), ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by thousands of organizations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting professional qualification scheme.

ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT. ITIL has been developed in recognition of organizations growing dependency on IT and embodies best practices for IT Service Management.

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 high quality IT services.

ITIL is supported by a comprehensive qualification scheme along with a network of accredited training, consulting and technology providers operating across the globe.

The primary benefit coming out of most ITIL projects is a significant reduction in IT's Total Cost of Ownership (i.e., operations cost) along with the ability to deliver reliable, high value services to their client base. Today, ITIL best practices have been adopted by organizations of all sizes including Disney, IBM, Caterpillar, Shell Oil, Boeing and governments across the globe.

The five Books of ITIL are:

- **Service Strategy** - Guidance, clarification & prioritization of investments in direct and 3rd party service provider services. Focus areas include - Portfolio Management, Financial Management & Demand Management.

- **Service Design** - Guidance on producing & maintaining IT policies, architectures, & documents to support the design of innovative service solutions and processes. Focus areas include - Service Catalog Management, Service Level Management, Capacity Management, Availability Management, Continuity Management, Information Security Management & Supplier Management.

- **Service Transition** - Guidance & process activities for transitioning services into the operational environment. Focus areas include - Transition Planning & Support, Change Management, Service Asset & Configuration Management, Release & Deployment Management, Service Validation & Testing, Evaluation & Knowledge Management.

- **Service Operation** - Guidance on delivery and control activities to achieve operational excellence on a day-to-day basis. Focus areas include - Event Management, Incident Management, Fulfillment Management, Problem Management, Access Management, Service Desk, Technical Operations & Application Management.

- **Continual Service Improvement** - Guidance on aligning & realigning IT Services to changing business needs by identifying & implementing improvements. Focus areas include - IT Service Management, IT Governance, IT Resource Management, IT Security Management & IT Quality Management.

ITIL and the Cisco Certified Professional

ITIL and other best practice certification has become a virtual requirement for IT professionals looking to survive or grow within this new world of service focused IT. Both commercial and government IT organizations now expect IT professionals to not only have a "technology certification" but also a series of soft skill certifications (i.e., ITIL, CobiT etc.) that will enable them to operate using the best practice procedures and support structures outlined in ITIL and other frameworks, methods and standards . The

chart below aligns your existing Cisco Certification with its corresponding ITIL Certification to ensure that your certification portfolio projects a balance of technology and best practice certifications for the IT areas you are responsible for.

Cisco Certification	Role in the IT Department	Potential ITSM Role	ITIL Certification Path for Cisco Certified Professionals									
			Associate	ITIL Lifecycle Certification Classes					ITIL Capability Classes			Expert Capstone
CCAr	Architech - Cisco Network Solutions	Expert - ITSM Lifecycle Design	Foundation	Strategy	Design	Transition	Operation	CSI				MALC
CCIE	Expert - In a Cisco Practice Areas	Expert - ITSM Lifecycle Design	Foundation	Strategy	Design	Transition	Operation	CSI				MALC
CCDE	Expert - Designing Cisco Networks	Expert - ITSM Lifecycle Design	Foundation	Strategy	Design	Transition	Operation	CSI				MALC
CCDP	Professional - Designing Cisco Networks	Practitioner - ITSM Design	Foundation	Strategy	Design			CSI				
CCNP	Professional - In a Cisco Network Practice Area	Practitioner - ITSM Operations	Foundation					CSI	C-OSA	C-RCV		
CCSP	Professional - Cisco Security	Practitioner - ITSM Operations	Foundation					CSI			C-PPO	
CCIP	Professional - Service Providers	Practitioner - ITSM Operations	Foundation					CSI	C-OSA	C-RCV		
CCDA	Associate - Designing Cisco Networks	Associate - ITSM Design	Foundation					CSI				
CCNA	Associate - In a Cisco Practice Area	Associate - ITSM Operations	Foundation					CSI				
CCENT	Entry Level - Cisco Professional	Entry Level - ITSM Professional	Foundation									

Also listed below are the details behind the ITIL programs listed in the chart above.

ITIL Certifications

ITIL Foundation Certification

The foundation-level certification program targets 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. This is also the first stop for those looking to become ITSM Specialists, ITSM Practice Managers or ITSM Expert.

ITIL Lifecycle Certification

The lifecycle certification series targets individuals looking to specialize in one or more of the five **ITIL Lifecycle Planning Practice Areas**. Historically, these roles comprise individuals who are responsible for the Planning, Design and Optimizing (improvement) areas within the IT Engineering, Application Development, Security 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.

Lifecycle certification classes include: Service Operation (SO), Service Transition (ST), Service Design (SD), Service Strategy (SS) and Continual Service Improvement (CSI).

ITIL Capability Certification

The capability certification series targets individuals looking to specialize in one or more of the four **ITIL Capability Operational Practice Areas**. Historically, these roles include individuals who are responsible for the Operations (service maintenance & support) areas within the IT Implementation and Operations organizations. In order to take the certification examination for any of these Lifecycle courses, you must hold an ITIL V3 Foundation certificate.

Capability certification classes include: Operational Support & Analysis (OSA), Release, Control & Validation (RCV), Planning, Protection & Optimization (PPO), Service Offerings & Agreements (SOA).

ITIL Managing Across the Lifecycle Expert Certification

The Managing Across the Lifecycle (MALC) program leads to the ITIL V3 Service Manager Expert certificate. This capstone certification completes the Lifecycle and Capability streams by focusing on the ancillary knowledge required to implement and manage the necessary skills associated with the use of the Lifecycle practices. Students must have accumulated 17 ITIL credits to sit for the Managing Across the Lifecycle exam.

ITIL Exams

ITIL Foundation Exam

Foundation certification does not require (but it is recommended) students to attend a class to sit for the exam. Exams can be delivered as part of a classroom program with an accredited proctor, online at a student's office or home PC using a web cam proctor or in a CSME, Prometric or VUE testing center.

ITIL Lifecycle, Capability and Managing Across the Lifecycle Exams

Intermediate, Service Manager Bridge and Managing Across the Lifecycle certification require students to attend an accredited class (online or classroom) to sit for the exam. Exams can be delivered as part of a classroom program with an accredited proctor, at a CSME testing center or online to a student's office or home PC using a web cam proctor.

ITIL V3 Class & Exam Specifications

ITIL V3 Certification	Prerequisite	Length of Video Program	Exam Supplier	Exam Type	# of Questions	Exam Time	Passing	ITIL Credits	PDU Credits
ITIL V3 Foundation	None	8 Hours	Prometric, VUE, CSME	Multiple Choice	40	60 minutes	65	2	18
ITIL V3 Lifecycle - Strategy	V3 Foundation	5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL V3 Lifecycle - Design	V3 Foundation	9 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL V3 Lifecycle - Transition	V3 Foundation	6 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL V3 Lifecycle - Operation	V3 Foundation	6 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL V3 Lifecycle - CSI	V3 Foundation	4 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	3	22
ITIL V3 Capability - OSA	V3 Foundation	6.5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL V3 Capability - RCV	V3 Foundation	7 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL V3 Capability - PPO	V3 Foundation	7 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL V3 Capability - SOA	V3 Foundation	5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL V3 Expert - Managing Across the Lifecycle	17 ITIL Credits	5 Hours	CSME	Complex Multiple Choice	8	90 minutes	70	4	38
ITIL V3 Expert - Service Manager Bridge	V2 Service Mgr.	15.5 Hours	CSME	Complex Multiple Choice	20	90 minutes	70	4	38

ITIL Certification Roadmap & Credit Profiler

The ITIL® Credit Profiler System.

The ITIL V3 Qualification Scheme introduces a modular credit system for each of the V3 certifications. All modules are given a credit value, and candidates meeting the requisite entry criteria and accumulating the required number of credits (22) can apply for ITIL Expert level certification. Click here to learn more about the V3 Qualification Scheme.

Certifications from earlier ITIL versions (V1 and V2) are also recognized within the system, together with qualifications endorsed as complementary to the V3 qualification portfolio.

The purpose of the ITIL Credit Profiler is to advise ITIL candidates of the total credit value they have attained within the scheme and to provide general guidance on potential routes for further study based on candidate educational or certification objectives.

Create your Credit Profile

Create your credit profile by clicking the ITIL modules you have successfully completed or intend to take, in the graphic below. Then click the "View Credit Profile" button at the bottom of the page to see how many credits you have earned in the V3 Scheme.

© APM Group-The Accreditor Limited 2011