

ITIL® 2011 Certification Structure

Each ITIL certification is worth a specific number of credits and on successful completion of a recognised ITIL examination, a candidate will be awarded both the certification and the credits attached.

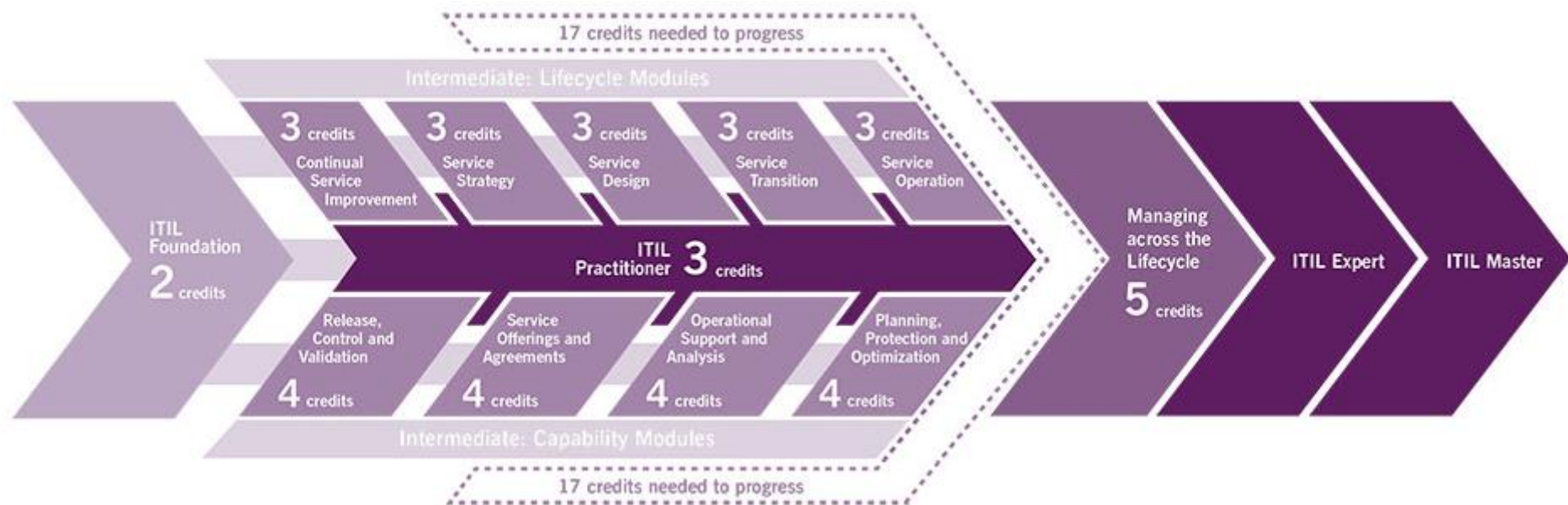
Candidates commence with ITIL Foundation (2 credits), then earn 15 further credits in any order, from modules which cover the full spectrum of ITIL best practice. ITIL Practitioner (3 credits) can be taken immediately after Foundation, or after completing any number of Intermediate modules. Candidates must have earned 17 credits before undertaking MALC (5 credits), and on successful completion of MALC are awarded ITIL Expert certification.

While ITIL Practitioner is positioned on the journey towards ITIL Expert, AXELOS believes that qualification holders who obtained certification prior to the introduction of ITIL Practitioner, would benefit from the practical nature of the ITIL Practitioner guidance, and the extensive toolkit it includes. This view has been confirmed by candidates.

The final level, ITIL Master, is an evidence-based industry certification with no further exam.

For further information on the ITIL certification scheme, see <http://www.axelos.com/certifications/itil-certifications>

For further information on ITIL courses offered by DDLS, see <http://www.ddls.com.au/course-streams/itil>



The **Service Lifecycle** modules are most relevant to those in, or seeking, management or team leader roles. The focus is on process and practice elements used.

The **Service Capability** modules are most relevant to those seeking specialised knowledge with a focus on day-to-day use of ITIL practices and how they interact.