

IT Infrastructure Library (ITIL) v3

ITIL v3 Foundation in Service Management ITIL Intermediate

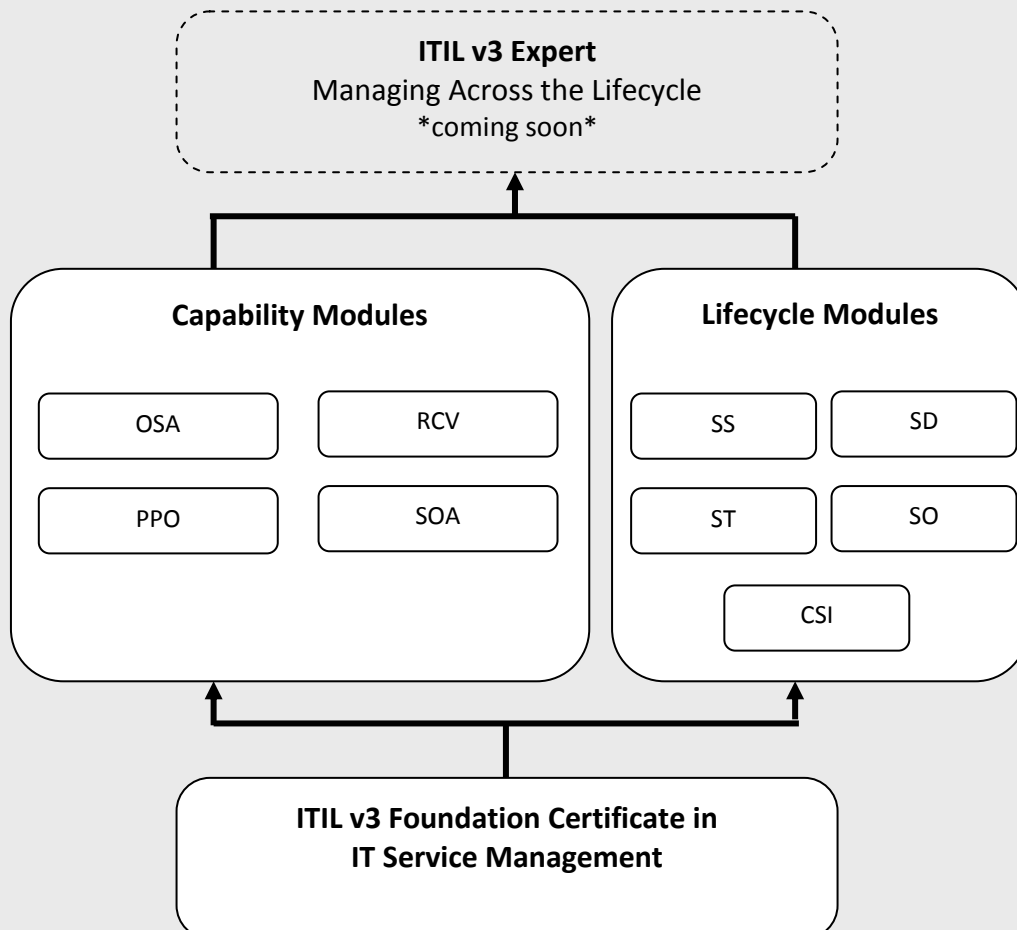
Operation Support & Analysis (OSA)
Release, Control & Validation (RCV)
Planning, Protection & Optimization (PPO)
Service Offerings & Agreements (SOA)

Service Strategy (SS)
Service Design (SD)
Service Transition (ST)
Service Operation (SO)
Continual Service Improvement (CSI)



The ITIL® Foundation v3.0 syllabus and exam is the latest edition in the ITIL® Foundation Certification program. This foundation course aims to provide fundamental knowledge of the ITIL® terminology, structure and basic concepts. The syllabus also provides a comprehensive understanding of the core principles of ITIL® practices for the practical execution of IT Service Management.

The ITIL Intermediate Level offers two principle streams of education; Lifecycle and Capability - each with their own series of certifications - and a final rationalization module, Managing Across the Lifecycle. Each of the Intermediate certifications provides candidates with the knowledge, skills and competencies required to apply or manage the application of specific areas of ITIL Best Practice, in a Service Management environment.



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