

Accredited Training Organization FAQs:

ITIL® Update and Release Process

The following document details information and FAQs for ATOs and their Affiliates to brief them on the ITIL Update and the release process for examinations which will follow.

Some key messages for all ATO's to note are:

1. The exam updates being made as part of this release are also part of the ongoing review and improvement cycle. The ITIL Update is just one catalyst for this.
2. All exams continue to be aligned to syllabuses and updates are based on improvement opportunities, performance trends and ITIL core guidance clarifications.
3. The release of the ITIL Update is also part of ongoing service improvement.
4. The exams continue to be aligned to ITIL content; whether from the current or updated editions.
5. Whichever edition of the ITIL guidance is being used, the exams are aligned, and relevant to both.

In addition the following FAQs have been prepared:

Q: How should we refer to the new ITIL publications release?

A: the new release will be referred to officially as the 2011 edition of ITIL. As a result, The Accreditor will refer to the existing ITIL publications and the associated syllabus and examinations as the 2007 edition of ITIL.

Q: If ITIL is not changing, why did syllabus and exams need to be updated?

A: The ITIL Update and resulting 2011 edition reorganized some of the content, which in some cases moved between chapters or into and out of process sections. This was done to bring a stronger consistency of content flow between each of the five core guides.

Because qualifications and their associated examinations follow syllabus structures, and syllabuses follow how the core guidance is presented, updates were required to both.

For example, exam questions needed to be moved around among learning units to remain balanced across the curriculum.

Q: Are the exams more difficult than before?

A: No. The exams follow the same weighting for difficulty as they always have and the realigned examinations reflect this.

Q: If my customers ask which course is better to take – courses based on the 2007 edition or the 2011 - what should I tell them?

A: It is very important that your customers remain comfortable in knowing that ITIL is ITIL. Like service management in general, ITIL products undergo continual improvements and the qualifications will follow suit, but the basic core concepts of ITIL remain consistent across the current and updated versions. Your customers derive the same benefit from gaining ITIL qualifications that they always have; a globally recognized professional ITSM qualification that reflect current best practice in the industry.

Q: Which of the ITIL Qualifications has undergone the most change due to the ITIL Update?

A: Consistent with the Mandate for Change, the Service Strategy (SS) publication was modified to present its concepts in a manner more accessible to a broader audience. This publication has undergone the most amount of change compared to the other four publications.

The concepts themselves are basically the same but are now supplemented with more examples and have been reorganized to some degree. The changes being made to the SS publication - with former content organized into concepts, principles and processes –allowed this publication to be structured more like the other four lifecycle course syllabuses.

As a result, more changes have been made to this syllabus than any of the others; however, the syllabus still focuses on the key principles of the SS lifecycle stage but now offers the benefit of being more consistent with the other Service Lifecycle Intermediate syllabuses.

Q: What is the transition strategy for the examinations?

A: There will be a transitional period during which courses for both the current 2007 edition and the updated 2011 edition will continue be available, to allow the ITIL community, including ATO's and ITIL service providers, time to absorb the new material, plan and implement new courseware and products and transition to the 2011 edition.

Therefore, during this period, there will be two syllabuses in operation; the current syllabus based on the 2007 edition, and an updated syllabus based on the 2011 edition.

During this transition period, the examination questions in use - which comprises a set of sample exams for use by ATO's as training aids and live exams for candidates - have been designed so that they can be used with either edition of the guidance and accredited ITIL course.

Over time, as ATO's begin retiring the earlier 2007 course syllabuses in favour of the 2011 syllabuses, revised papers which are fully aligned to the updated edition of ITIL guidance will replace the transitional papers, and a hard withdrawal/cross over date for EIs and ATOs to move to the new edition will be set.

A: Q: How does a single exam paper work for both versions of ITIL if new content has been added to the updated version?

In line with the Mandate for Change, the core ITIL principles have not changed significantly between editions, and as a result, the examination panel has been able to achieve a transitional exam which covers the core ITIL content that remains unchanged between the 2007 and 2011 editions.

Over time in line with the transitional strategy, additional or replacement examination papers (sample and live) will be made available which introduces those areas of content detailed within the syllabus.

The single exam not only benefits the transitional strategy for course providers and organizations to move to 2011 at their own pace, but also ensures that there is no hidden advantage to either the candidate or the ATO they choose, since the exam content is applicable to both versions.

Q: When will the new exams be available?

A: following publication of the 2011 edition of ITIL, the first exams aligned to will be available from 8th August 2011.

Q: When will translated exams be available?

A: translated examinations aligned to the 2011 edition will be available from early January 2012. These examinations will be fully aligned to the 2011 guidance and will be translated as soon as translated glossaries are available and fully aligned English examinations are available to translate both of which are expected by October 2011.

ATOs (and EIs) will be provided with a release plan to provide advanced notice of the planned exam releases and dates of availability for the 2011/2012 period, to enable them to manage courseware and sample exam updates prior to the switch over.