

# ITIL Expert

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## ITIL

The Information Technology Infrastructure Library (ITIL) is a set of concepts and practices for managing Information Technology (IT) services (ITSM), IT development and IT operations.

ITIL gives detailed descriptions of a number of important IT practices and provides comprehensive checklists, tasks and procedures that any IT organization can tailor to its needs. ITIL is published in a series of books, each of which covers an IT management topic. The names ITIL and IT Infrastructure Library are registered trademarks of the United Kingdom's Office of Government Commerce (OGC).

## History

Responding to growing dependence on IT, the UK Government's Central Computer and Telecommunications Agency (CCTA) in the 1980s developed a set of recommendations. It recognized that without standard practices, government agencies and private sector contracts were independently creating their own IT management practices.

The IT Infrastructure Library originated as a collection of books, each covering a specific practice within IT Service Management. ITIL was built around a process-model based view of controlling and managing operations often credited to W. Edwards Deming and his plan-do-check-act (PDCA) cycle.[1]

After the initial publication in 1989, the number of books quickly grew within ITIL v1 to over 30 volumes.

In 2000/2001, to make ITIL more accessible (and affordable), ITIL v2 consolidated the publications into 8 logical "sets" that grouped related process-guidelines to match different aspects of IT management, applications, and services. However, the main focus was known as the Service Management sets (Service Support and Service Delivery) which were by far the most widely used, circulated, and understood of ITIL v2 publications.

- In April 2001 the CCTA was merged into the Office of Government Commerce (OGC), an office of the UK Treasury.[2]
- In 2006, the ITIL v2 glossary was published.
- In May 2007, this organization issued the version 3 of ITIL (also known as the ITIL Refresh Project) consisting of 26 processes and functions, now grouped under only 5 volumes, arranged around the concept of Service lifecycle structure.

## What is ITIL?

ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by thousands of organisations 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 organisations' growing dependency on IT and embodies best practices for IT Service Management.

The ethos behind the development of ITIL is the recognition that organisations 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: Overview and Benefits

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- reduced costs
- improved IT services through the use of proven best practice processes
- improved customer satisfaction through a more professional approach to service delivery
- standards and guidance
- improved productivity
- improved use of skills and experience
- improved delivery of third party services through the specification of ITIL or ISO 20000 as the standard for service delivery in services procurements.

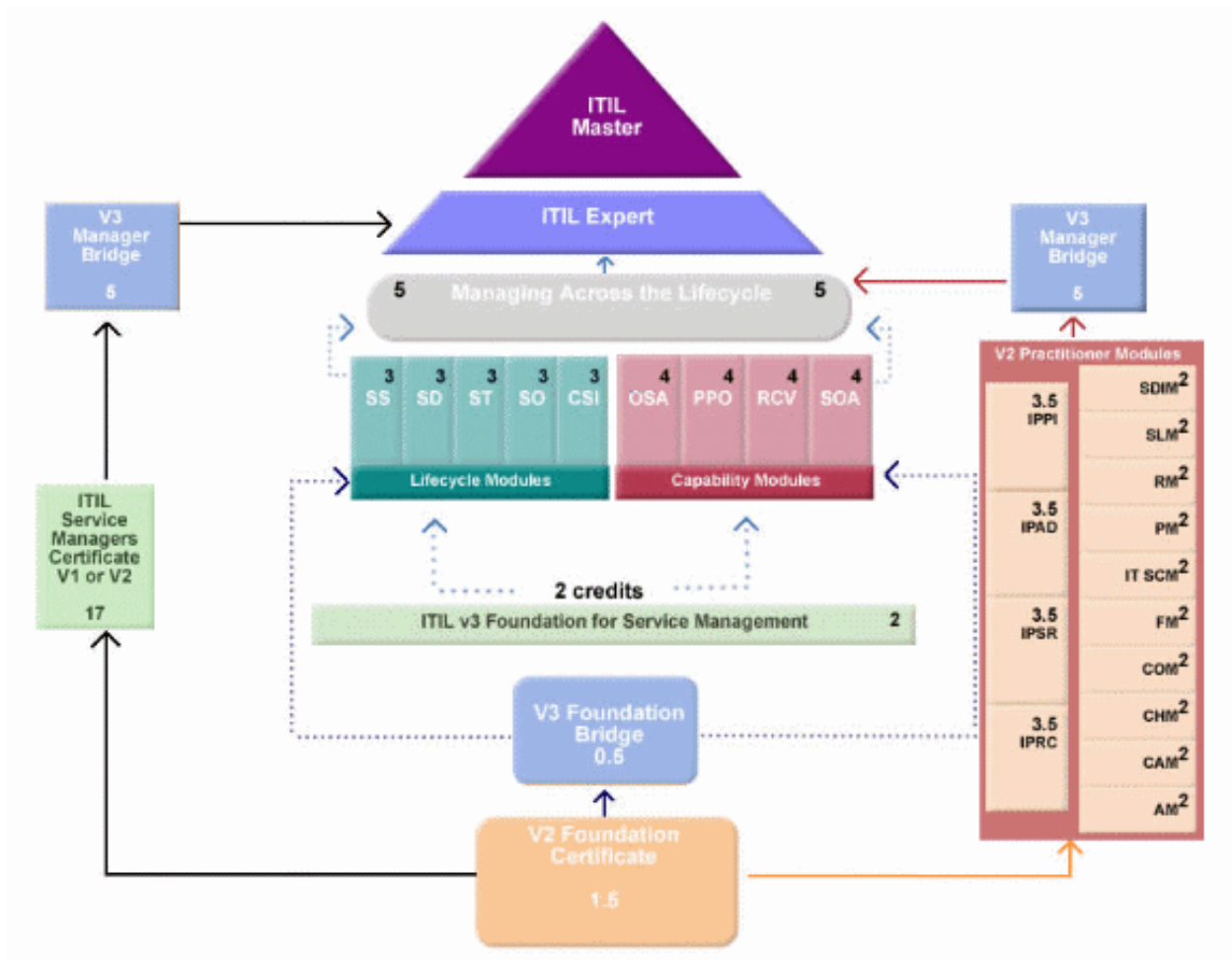
Certification path(s)

When you want to reach the EXPERT level in ITIL, you need to follow either way, whether you choose the Lifecycle Stream or the Capability Stream – you need to get your “**ITIL Expert**” certificate – this will be the most recognized, honored, respected and in demand.

Good to know

- You need to get 22 credit points to reach the EXPERT level in ITIL
- First of all, you need to get the Foundation level (it is worth 3 credit points)
- Then make your decision to go for the capability path or life cycle path (see illustration below
- each Capability program (4 programs) is worth 4 points – so this is 16 points (when passing the exams), **OR**
- each lifecycle program (5 programs) is worth 3 points – so this is 15 points (when passing the exams)
- Once the capability programs or Lifecycle programs are done, you will then need to take the “Managing Across The Lifecycle - MALC” program and pass the exam (also available via e-learn) which is worth 5 points
- Once done, you are an ITIL EXPERT





So...what ARE the **capability programs** you ask? There are four:

- Operational Support & Analysis - "OSA"
- Release, Control & Validation - "RCV"
- Service Offerings & Agreements - "SOA"
- Planning, Protection & Optimization - "PPO"

If you are not familiar with each program, here is a list below

**OSA:**

- Event Management
- Request Fulfillment
- Incident Management
- Problem Management
- Service Desk
- SO Functions



#### SOA:

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

#### RCV:

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

#### PPO:

- All CSI Phases
- Capacity Management
- Availability Management
- IT Service Continuity Management
- Demand Management
- Risk Management

And...what ARE the **lifecycle programs** you ask? There are Five:

- Intermediate Lifecycle program: Service Strategy SS
- Intermediate Lifecycle program: Service Design SD
- Intermediate Lifecycle program: Continual Service Improvement CSI
- Intermediate Lifecycle program: Service Operation SO
- Intermediate Lifecycle program: Service Transition ST

#### SS:

- Service Strategy Principles
- Defining Services and Market Spaces
- Conducting Strategic Assessments
- Financial Management
- Service Portfolio Management
- Managing Demand
- Driving Strategy Through The Service Lifecycle
- Critical Success Factors and Risks



**SD:**

- Service Design Principles
- Service Design Processes
- Service Design technology related activities
- Organising for Service Design
- Consideration of Technology
- Implementation and improvement of Service Design

**ST:**

- Introduction to Service Transition
- Service Transition Principles
- Service Transition Processes
- Service Transition related activities
- Organising for Service Transition
- Consideration of Technology
- Implementation and improvement of Service Transition

**SCI:**

- Introduction to Continual Service Improvement
- Continual Service Improvement Principles
- Continual Service Improvement Process
- Continual Service Improvement Methods and Techniques
- Organisation for Continual Service Improvement
- Technology for Continual Service Improvement
- Implementing Continual Service Improvement
- Critical success factors and risks

**SO:**

- Introduction to Service Operation
- Service Operation Principles
- Service Operation Processes
- Common Service Operation Activities
- Organising Service Operation
- Technology Considerations
- Implementation Considerations
- Challenges, Critical Success Factors and Risks

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