



**ITIL® Service Management Practices:
ATO and Trainer Scheme**

June 2010

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Contents

1.	Scope and purpose of document.....	3
1.1.	Synopsis	3
1.2.	Suggested reading	3
2.	ITIL Overview	3
2.1.	What is ITIL?	3
2.2.	What does 'official scheme' mean?	3
2.3.	Who is involved in the official scheme?	4
3.	About OGC	5
4.	About APM Group.....	6
5.	About the ITIL Qualifications Board.....	6
5.1.	Functions	7
5.2.	Working practices.....	7
6.	About Examination Institutes (EIs)	8
7.	About Accredited Training Organizations.....	9
8.	About itsMF (IT Service Management Forum)	9
9.	Becoming an Accredited Training Organization	9
9.1.	What is an ATO?	9
9.2.	What can an ATO do?	9
9.3.	What can an ATO not do?	10
9.4.	What conditions do ATOs have to meet?.....	10
9.5.	How can an organization apply to become an ATO?	10
10.	ATO Third Party Relationships	11
10.1	About ATO Affiliates	11
10.2	About Brokers (Reseller).....	12
11.	Criteria for Delivery of ITIL Accredited Training Courses and Accredited Trainers	13
11.1	Minimum Requirements for Trainer Application	13
11.2	Exemptions for Trainers	13
11.3	V2 Foundation Course and Trainer Requirements	13
11.4	V2 Practitioner Course and Trainer Requirements	13
11.5	V2 Service Managers Course and Trainer Requirements.....	14
11.6	V3 Foundation Course and Trainer Requirements	14
11.7	V2 - V3 Foundation Bridge Course and Trainer Requirements	15
11.8	V3 Managers Bridge Course and Trainer Requirements	15
11.9	V3 Service Lifecycle Modules Course and Trainer Requirements	16
11.10	V3 Service Capability Modules Course and Trainer Requirements	16
11.11	Managing Across the Lifecycle Course and Trainer Requirements	16
12.	Glossary of Terms	17
13.	Contact Details.....	19

1. Scope and purpose of document

1.1. Synopsis

The purpose of this document is to inform all parties interested in ITIL training of the rules and guidelines of the official ITIL qualification scheme.

The document will outline the roles and responsibilities of all official parties within the ITIL Version 3 qualification scheme as well as the overarching principles and guidelines of the scheme.

1.2. Suggested reading

Training providers who are interested in becoming officially recognized within the qualification scheme are advised to read all sections of this document, paying particular attention to section 9 and the ITIL V3 Qualifications Scheme Brochure.

Examination Institutes seeking approval to administer the ITIL qualification scheme should refer to the ITIL V3 Examination Institute and Qualification Scheme Brochures.

2. ITIL Overview

2.1. What is ITIL?

ITIL is Best Practice IT Service Management which is used by many organizations around the world. A whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting certification and qualification scheme.

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 reliable, high-quality IT services.

ITIL provides the foundation for quality IT Service Management through documented, proven processes that cover the entire Service Lifecycle. It is easy for organizations to learn, tailor and implement to suit their environment.

The widespread adoption of the ITIL guidance has encouraged organizations worldwide, both commercial and non-proprietary, to develop supporting products as part of a shared 'ITIL Philosophy'. The ITIL publications and supporting schemes are kept up to date with current best practice and changes within the marketplace through a regular review cycle to update content in collaboration with a wide range of international users and stakeholders in the IT service management community. ITIL Version 3 was formally released on 5th June 2007.

ITIL is aligned with various international quality standards including international standard ISO/IEC 20000 (IT Service Management Code of Practice).

2.2. What does 'official scheme' mean?

The term 'official scheme' refers to the rules documented in this brochure for the administration of the ITIL qualification scheme recognized and endorsed by Office of Government Commerce (OGC), their Official Accreditor for ITIL (APM Group), and

all licensed Examination Institutes (details of which can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>).

This is the only ITIL qualification scheme sanctioned by OGC, owners of ITIL, and administered by APM Group, OGC's Official Accreditor for ITIL.

There are many organizations claiming to offer ITIL qualifications and many publications claiming to be part of the official ITIL set which are not approved or recognized under the licensing scheme run by the Official Accreditor or published by The Stationery Office (TSO) the official Publisher on behalf of OGC.

This document outlines the roles of the organizations within the scheme and the rules of the scheme, with contact details and reference points for anyone wishing to check if a company is operating within the scheme.

Candidates are urged to ensure that when buying training or consulting services within the ITIL arena, they check that the organization delivering the service is recognized within the scheme (see section 7). Any organizations delivering services that are not accredited through one of the scheme partners may be operating illegally.

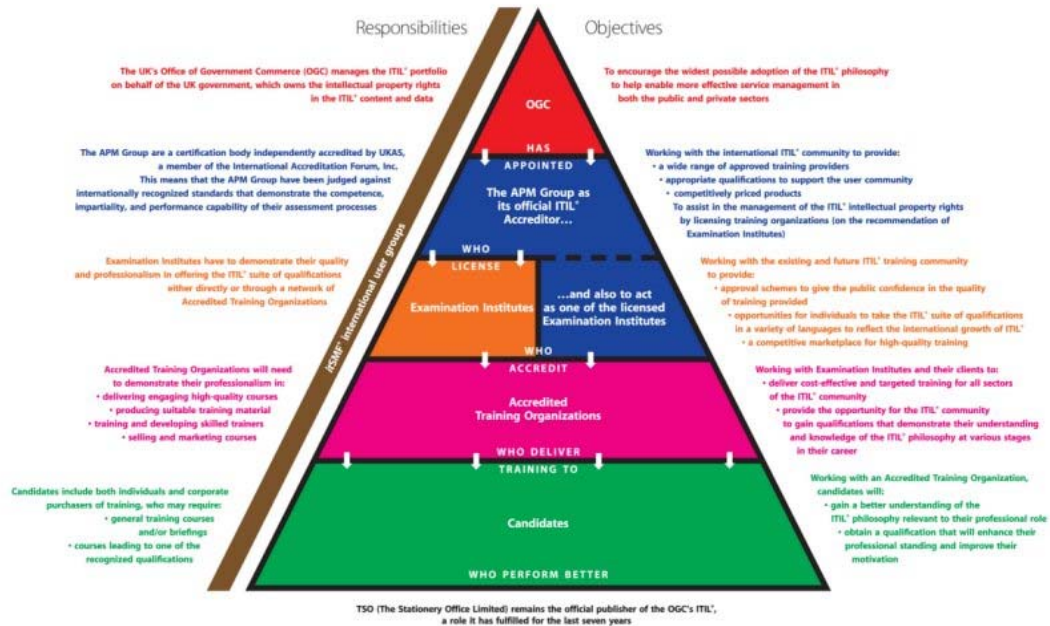
Training/consulting providers are urged to ensure they secure appropriate recognition from a recognized scheme member before delivering services within the ITIL arena. Delivery of services without such approval may be in breach of the Intellectual Property Rights subsisting in ITIL and may result in legal action being taken.

2.3. Who is involved in the official scheme?

In 2006, OGC completed a re-tendering process to run ITIL accreditation services and the qualifications scheme, following which The APM Group became the Official Accreditor for ITIL.

Effective as of 1st January 2007, this changed the governance structure around the delivery of the ITIL qualifications and certification scheme which is shown in the diagram below. The roles of each body within the diagram are explained in full throughout sections 3 – 8 of this brochure.

The ITIL® Accreditation Process as from January 2007



3. About OGC

ITIL was originally developed by the UK government organization CCTA (Central Computer and Telecommunications Agency) which in 2000 was merged into the Office of Government Commerce (OGC) an office of HM Treasury.

OGC are the owners of several best practice products and are committed to maintaining and improving the guidance, working with organizations internationally to develop and share business and practitioner guidance within a world-class best practice framework.

OGC have now established collaborative partnerships with two organizations to provide support for their ITIL portfolio. As the Official Accreditor APM Group provides accreditation services related to training, registration and the examination scheme. The Stationery Office (TSO) is the official publisher of all official ITIL library books. For further information on TSO please visit their website at www.tso.co.uk

OGC retain the rights to all Intellectual Property subsisting in ITIL though permit APM Group to use this within certain contexts on the ITIL work. Their predominant role in the official scheme is one of ownership and stewardship of the ITIL library content and qualifications. APM Group chair the Qualifications Board (the steering committee made up of representatives from the community who make decisions about qualification policy) and ensure decisions made are to the benefit of both ITIL and users alike. OGC are responsible for initiating the consultation and update process to the official publications library, though they may outsource the management of this project to TSO.

4. About APM Group

APM Group are an international professional accreditation and certification body which is accredited to international standards by UKAS (United Kingdom Accreditation Service) which ensures the effectiveness, impartiality and quality of APM Group scheme administration services.

APM Group run a wide variety of schemes throughout the professional disciplines such as Project Management and Change Management. APM Group have worked with OGC and their Best Practice Portfolio since 1996, successfully helping to make products such as PRINCE2™ an internationally recognized Best Practice. On 20th July 2006, APM Group also became OGC's Official Accreditor for ITIL and as of 1st January 2007 have been responsible for the monitoring and promotion of the official scheme for Examination Institutes, training, consulting and qualifications.

Within their role as the Official ITIL Accreditor, APM Group are responsible for setting the standards and syllabuses throughout the market which any delivering Examination Institute (EI) must adhere to as well as creating, maintaining and delivering the ITIL qualifications themselves. APM Group also promotes the awareness of the ITIL official scheme through a variety of international marketing activities, often in conjunction with OGC, TSO and itSMFI and is responsible for the successful operation of the ITIL Qualifications Board, further explained within section 5 of this brochure.

APM Group are also responsible for the accreditation and monitoring of any EI applying to the official scheme to run ITIL qualifications and to accredit training organizations.

In addition to ensuring the continuation of the official scheme, APM Group are also assisting OGC in protecting the IPR of ITIL, through the issue of agreed licenses on behalf of OGC, to allow those training and consulting organisations approved through an EI to use the associated ITIL IP.

5. About the ITIL Qualifications Board

As the Official Accreditor, APM Group are responsible for running the ITIL Qualifications Board.

The Board includes representatives from all interested parties within the community from around the world. Members of the Board include (though are not limited to) representatives from OGC, APM Group, TSO, V3 Examination Panel, EIs and *itSMF* International as the internationally recognized forum for IT Service Management professionals.

The Qualifications Board act as a steering committee for the official scheme, ratifying any decisions made relating to those which are accredited, as well as changes to standards and syllabuses proposed by APM Group as the Official Accreditor.

The Board will also be available to consider any complaints escalated to this forum regarding any accredited member of the official scheme and to advise on an appropriate course of action in relation to that complaint, leading ultimately to suspension or withdrawal of accreditation.

The Board operates in accordance with the following terms of reference:-

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5.1. Functions

The main functions of the ITIL Qualifications Board are to:-

- Provide advice on the certification of training organizations, individual trainers and examination candidates
- Provide advice on the technical basis for granting certification (qualifications) i.e. the standards for certification set in accordance with the ITIL framework
- Safeguard impartiality on the part of APM Group in its certifying activities
- Consider appeals by candidates against results awarded for the ITIL Qualifications after the EIs appeals procedures have been exhausted
- Provide advice on the criteria for appointment of suitably qualified Assessors contracted by each EI for the purpose of evaluating trainers and training courses delivered by ATOs
- Provide advice on the criteria for appointment of suitably qualified Examiners contracted by each EI for the purpose of setting, marking and reviewing Examinations
- In conjunction with APM Group, appoint a Chief Examiner and review such appointment on a regular basis
- Request, receive and consider reports from the ITIL Examination Panel at occasional intervals, as may be appropriate to the working of the ITIL Qualifications Board
- Monitor the growth and success of the qualifications and provide advice accordingly.

5.2. Working practices

The working practices of the ITIL Qualifications Board are as follows: -

- Meetings will take place at least four times each year
- Any five members of the ITIL Qualifications Board will constitute a quorum as long as there is a representative from APM Group present and OGC or TSO
- A Chairman will be elected from those present in the absence of the Chairman and the Deputy Chairman
- APM Group are responsible for convening meetings, the circulation of ITIL Qualifications Board papers and drafting of minutes. Qualifications Board members will be consulted on agenda items prior to the meeting. Agenda items will only be added if accompanied by a supporting paper
- Full minutes of each meeting will be taken and distributed by APM Group to the full ITIL Qualifications Board for comment within ten working days. A sanitised version of the ITIL Qualifications Board meeting minutes will be produced by APM Group for distribution outside of the Qualifications Board
- In the event of disagreement, decisions can be reached by voting. Each member of the ITIL Qualifications Board has a single vote and the views of the majority will prevail. If an organization is represented by more than one person, that will be limited to one vote. The Chairman can use an additional casting vote only **in extremis** if warranted by the situation
- In any instance where a decision of the ITIL Qualifications Board is reached through a voting process, the number of votes cast "for" and "against" will be recorded
- At least one physical meeting for the whole Board will be convened annually, preferably alongside one of the major itSMFI conferences where possible, and agreed by the majority.

6. About Examination Institutes (EIs)

APM Group as the Official Accreditor is authorized to license EIs to administer ITIL qualification and accreditation activities. APM Group will also use their international offices to act as an EI to deliver the scheme to the market place in the form of training and consulting accreditation and the delivery of qualifications.

All organizations approved by APM Group as EIs will be audited by independent auditors appointed by APM Group in accordance with the principles of international best practice standards. APM Group will also submit their EI to this audit process. If the systems used by the applicant organizations are found to be in line with these guidelines, they will be granted permission to administer the official scheme for ITIL accreditation and qualifications and will also be offered a place on the Qualifications Board.

Under the contracts signed with APM Group, EIs are not permitted to: -

- Amend approved ITIL syllabuses
- Develop their own ITIL qualifications
- Develop products which may be perceived by the market as competition to those within the official ITIL scheme
- Offer training or consulting in ITIL in competition with those organizations they approve to do this
- Make any amendments to the pass mark agreed by the Qualification Board
- Authorize the use of intellectual property and/or issue trademark licenses to their approved organizations directly
- Outsource the running of their ITIL activities to any third party, except where delivery agents are appointed and have been agreed with the Official Accreditor
- Sub-license or grant any rights associated with the use of OGC Trade Marks, Crown copyright or other ITIL related intellectual property.

Under the contracts signed with APM Group, EIs are allowed to complete the following activities: -

- Approve training organizations through the standards and mechanisms audited and agreed by APM Group
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APM Group.

Any EI can operate internationally.

Further information about becoming an EI can be found in a separate brochure entitled *ITIL® Examination Institute Scheme Brochure*.

7. About Accredited Training Organizations

Accredited Training Organizations (ATOs) sometimes known as Accredited Course Providers (ACPs) are companies who have been assessed and approved by an EI to run officially accredited training courses and administer examinations in ITIL.

As part of their assessment these accredited organizations must submit:

- Their QMS (Quality Management Systems) detailing their processes for administration of the training courses and examinations
- The course material they utilize during training ITIL candidates for the examinations, and
- Their trainers for assessment by an EI.

Following approval by an EI, ATOs are granted a licence by APM Group as the Official Accreditor to use the relevant OGC owned IP and trademarks relating to ITIL.

ATOs may also be recognised by other Licensed Examination Institutes who operate an ATO Accreditation Recognition Scheme.

For more information, please contact one of the EIs. A full list of EIs can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>.

8. About itSMF (IT Service Management Forum)

itSMF is the internationally recognized forum for IT Service Management professionals. With chapters in over 50 countries, they are able to provide local support to those individuals and organizations using and implementing ITIL while adhering to the overarching guidelines from the central international group.

itSMF are recognized as an integral part of the ITIL community and as such are a collaborative partner to the ITIL Official Scheme and participate in the Qualifications Board.

9. Becoming an Accredited Training Organization

9.1. What is an ATO?

An Accredited Training Organization (ATO) is an organization that has submitted their quality management system, training material and trainers for assessment by an EI, have successfully met the criteria as set out by that EI, and agreed to undergo regular surveillance visits to ensure their initial accreditation is still valid.

9.2. What can an ATO do?

An ATO is permitted to conduct the following activities: -

- Run a schedule of accredited training courses leading to an ITIL qualification in those areas where they have been approved by an EI
- Use the ITIL trademark and IP under the guidelines set out in an approved license from APM Group
- Reproduce the text and diagrams from the official ITIL core publications to supplement their approved training material. A separate license will be issued by APM Group to the ATO
- Request and administer examinations from their approving EI in accordance with the guidance issued to them

- Appoint a third party organisation or partner to promote their accredited activities and/or extend their business to other regions or countries, under the conditions outlined in section 10.

9.3. What can an ATO not do?

An ATO is not permitted to: -

- Claim their accreditation is beyond the scope awarded by their EI
- Significantly amend or change their approved QMS or material without first having this reviewed and signed off by their awarding EI
- Act in any such manner as would bring the ITIL market into disrepute
- Create their own, or amend the official ITIL syllabuses
- Create their own, retain or amend the official examination papers issued to them by their EI
- Act in any manner that contravenes their contract with their awarding EI
- Act in any manner that contravenes their IP/copyright license from APM Group
- Sub-license or grant any rights associated with the use of OGC Trade Marks, Crown copyright or other ITIL related intellectual property. This includes the appointment of any partner organizations to use any Intellectual Property (including Trade Mark words and/or Logos) to market, sell or distribute the ATOs ITIL training courses or ITIL exams. The appointment of any such partner must be within the rules authorized by the ATOs EI and the Official Accreditor
- Reproduce ITIL core material may only be used to directly support official, accredited training courses
- Republish ITIL content for profit without an appropriate license.

9.4. What conditions do ATOs have to meet?

Each EI will set individual requirements that an ATO must meet in order to apply for accreditation. Generally, an organisation will need to be able to show documented evidence to the awarding EI that they can satisfy set criteria. Namely, an organisation must have: -

- An organization management structure, governance structure, legal status and financial viability
- An organization quality control system including management review, internal audit, appeals and complaints procedures
- A course quality control system including any delegate acceptance criteria
- A course enrolment system and pre-course processing information
- Logistical organization systems and procedures
- A document control system
- An administration staff training and appraisal system
- Names of proposed ITIL trainers (who will need to meet the acceptance criteria set by the EI)
- A full set of training material which covers the product syllabus for the qualification for which they are seeking accreditation.

9.5. How can an organization apply to become an ATO?

An organization wishing to become an ATO may apply to any approved EI. They will be able to consider the fees and requirements from the EI and, should they feel they meet them, may proceed with the application as per the process provided to them by the EI. A full list of EIs can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>.

10. ATO Third Party Relationships

Under the ITIL scheme, ATOs are permitted to enter into third party agreements with other organisations to aid them in the marketing, promotion and growth of their organisation.

The two types of relationship which have been defined and are therefore permitted are Affiliate and Broker (or Reseller) relationships.

10.1 About ATO Affiliates

10.1.1 What is an Affiliate?

An Affiliate is a training organisation that enters into a commercial arrangement with an ATO, to enable the ATO to work in different countries or in different regions of their own country, through a third party agreement.

The normal basis of this arrangement is that the ATO will make their certified material and approved Trainers available to run training courses in the product for which they are certified. They may also train individuals working for the Affiliate to the appropriate standard to become approved Trainers.

10.1.2 What rules apply to Affiliates?

Under the ITIL scheme, EIs/ATOs and / or their affiliates must adhere to the following conditions:-

- The Affiliate must sign and return an affiliate licence to the Official Accreditor in order to use the IP and use the logo.
- Affiliates must use training material provided by the ATO approved by the EI. Affiliates can only use the ITIL IP in the material as provided by the ATO.
- The Affiliate must clearly state that their courses are run in partnership/association with the ATO in all marketing activities. It must be clear in this statement that it is the ATO who is accredited to deliver training.
- Affiliates should work in accordance with the Quality Management System that the ATO uses, which has been approved by the EI. In cases where they do not employ this approach, the affiliates' Quality Management System will also need to be approved by the EI
- All Trainers working for the affiliate must be assessed by the EI who has accredited the ATO to the same standard as the Trainers working directly for the ATO
- Affiliates will be subject to spot checking and audit by the EI in the same way that the ATO would be subject to audit
- Affiliates cannot use the "Accredited by" (EI) mark. An appropriate mark will be issued to EIs by the Official Accreditor for use by affiliates.
- The ITIL Affiliate mark can only be provided to affiliates once the IP licence has been signed and returned to the Official Accreditor and the affiliate has been signed off by the EI.
- Affiliates must adhere to OGC guidance on the correct use of intellectual property and trademarks. This guidance will be provided to affiliates by the Official Accreditor alongside the licence, and the ATO will be responsible for ensuring that the Affiliate organisation complies with OGC IP guidelines.

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- The ATO has a responsibility to ensure that the Affiliate organisation updates any applicable material and information following instruction and/or notification from the accrediting EI.
- Each EI can determine the method they use to process examination orders from affiliates. For example, EIs can agree to accept orders directly from the EI or from the ATO on behalf of the Affiliate.
- Before an Affiliate can order examinations directly from an EI, the EI must be provided details of the scope of products offered by the affiliate through their agreement with the ATO
- EIs must report all Affiliates to the Official Accreditor for licensing purposes. Reports must be provided at the same frequency as the ATO listings

10.2 About Brokers (Reseller)

10.2.1 What is a Broker?

A Broker is an organisation that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.

10.2.2 What rules apply to Brokers?

Under the ITIL scheme, ATOs and/or their Broker must adhere to the following conditions:-

- ATOs must ensure that their Brokers / Resellers include the following statement when advertising course on the behalf of the ATO (together with the appropriate IP acknowledgement statement):

“Accredited ITIL® training is provided by (NAME OF ATO), a (NAME OF EI) Accredited Training Organisation”.

- Brokers / Resellers must adhere to OGC guidance on the correct usage of intellectual property (IP) and trademarks. This guidance must be provided to the Brokers / Resellers by the ATO and the ATO will be responsible for ensuring that the Brokers / Resellers comply with OGC IP guidelines
- Brokers / Resellers cannot have their own trainers and course materials, or provide training or order examination papers from an EI
- Brokers / Resellers will not be issued an IP re-use license by the Official Accreditor (as per ATOs and Affiliates) and therefore cannot reproduce any ITIL IP other than the word mark, which must be correctly acknowledged in line with the IP guidance provided
- Brokers / Resellers are permitted to use the ITIL V3 syllabuses but are not permitted to use sample examination papers or questions to promote ATO courses

11.Criteria for Delivery of ITIL Accredited Training Courses and Accredited Trainers

The following information outlines the basic requirements for accredited trainers and course providers delivering training at all levels of the current official ITIL accredited training program.

11.1 Minimum Requirements for Trainer Application

In order to be accredited as an ITIL Trainer, each applicant must:-

- Hold the ITIL V3 Certificate in the subject they intend to train
- Have a minimum of 3 years practical experience in IT Service Management
- Demonstrate the ability to manage, run and deliver training courses
- Have a minimum of 10 days experience delivering classroom based training, preferably delivering ITIL courses (this could be as “trainer under instruction”)
- Meet the qualification specific Trainer criteria detailed below.

11.2 Exemptions for Trainers

Trainers have the optional exemption from attending a training course for V3 qualifications (i.e. are able to directly enter for the exam via an EI only).

11.3 V2 Foundation Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute’s Public Exam Scheme.
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.
Course Attendance	Recommended but not mandatory.
Class size	Maximum ratio of 25 students to one trainer.
Trainer Requirements	Please refer to individual EIs for information on V2 Foundation trainer criteria. A full list of Examination Institutes (EIs) can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp

11.4 V2 Practitioner Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute’s Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution. <i>Please note that criteria around an in-course assessment element of the practitioner examination varies between EI’s and may require some face-to-face contact time, so candidates should check all requirements prior to course enrolment.</i>
Course Attendance	Attendance of a course with an accredited organization is mandatory.

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Class size	Maximum ratio of 16 students to one trainer.
Trainer Requirements	Please refer to individual EIs for information on V2 Practitioner trainer criteria. A full list of Examination Institutes (EIs) can be found at http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp .

11.5 V2 Service Managers Course and Trainer Requirements

Examination Delivery	The Manager's examinations are only available in paper based format via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Classroom based training only. No virtual e-learning or learning technology solutions are permitted.
Course Attendance	Attendance of a course with an accredited organization is mandatory.
Class size	Maximum ratio of 12 students to one trainer.
Trainer Requirements	Certified ITIL Service Manager.

11.6 V3 Foundation Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme.		
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.		
Contact Hours	18 hours of instruction.		
Course Attendance	Recommended but not mandatory.		
Class size	Maximum ratio of 25 students per trainer.		
Trainer Requirements	<ul style="list-style-type: none"> • The ITIL Expert Qualification is not mandatory to deliver this training course, although it is recommended. • Trainers accredited up to 01 October 2008, were required to meet the following criteria: <ul style="list-style-type: none"> ○ Hold the ITIL V3 Foundation OR V2-V3 Bridge equivalent OR ○ ITIL V2 Foundation OR V1/V2 Service Manager and have attended a Train the Trainer session via an Examination Institute. • All new trainers must meet the following criteria: <ul style="list-style-type: none"> ○ The ITIL V3 Foundation OR V2-V3 Bridge equivalent. • Trainers must hold a minimum of 9 credits in the ITIL V2 and / or ITIL V3 examination program within 6 months of launch of exams in any language, in which they intend to deliver ITIL training • The last date for Foundation trainers to meet the requirement in the following languages is therefore: <table border="1" style="margin-left: 40px; margin-top: 10px;"> <tr> <td>○ English – June 2009</td> <td>○ Danish – March 2011</td> </tr> </table> 	○ English – June 2009	○ Danish – March 2011
○ English – June 2009	○ Danish – March 2011		

	<table border="1"> <tr> <td>○ German – March 2011</td> <td>○ French (Int.) – March 2011</td> </tr> <tr> <td>○ Japanese – March 2011</td> <td>○ Spanish (Castilian) – TBC</td> </tr> </table>	○ German – March 2011	○ French (Int.) – March 2011	○ Japanese – March 2011	○ Spanish (Castilian) – TBC
○ German – March 2011	○ French (Int.) – March 2011				
○ Japanese – March 2011	○ Spanish (Castilian) – TBC				
	<p>NOTE: In order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.</p>				

11.7 V2 - V3 Foundation Bridge Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).						
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.						
Contact Hours	The recommended number of contact hours is 9 hours and 30 minutes.						
Course Attendance	Accredited course attendance is mandatory.						
Class size	Maximum ratio of 25 students to one trainer.						
Trainer Requirements	<ul style="list-style-type: none"> The ITIL Expert Qualification is not mandatory to deliver this training course although it is recommended. Trainers must hold: <ul style="list-style-type: none"> the ITIL V2 Foundation plus the ITIL V3 Foundation Bridge OR ITIL V3 Foundation OR the ITIL V2 Service Manager plus the ITIL V3 Manager Bridge. Trainers must hold a minimum of 9 credits in the ITIL V2 and / or ITIL V3 examination program within 6 months of launch of exams in any language, in which they intend to deliver ITIL training The last date for Foundation Bridge trainers to meet the requirement in the following languages is therefore: <table border="1" data-bbox="592 1396 1302 1575"> <tr> <td>○ English – June 2009</td> <td>○ Danish – March 2011</td> </tr> <tr> <td>○ German – March 2011</td> <td>○ French (Int.) – March 2011</td> </tr> <tr> <td>○ Japanese – March 2011</td> <td>○ Spanish (Castilian) – TBC</td> </tr> </table> <p>NOTE: In order to ensure balanced subject matter knowledge, no credit will be given for repeated modules.</p>	○ English – June 2009	○ Danish – March 2011	○ German – March 2011	○ French (Int.) – March 2011	○ Japanese – March 2011	○ Spanish (Castilian) – TBC
○ English – June 2009	○ Danish – March 2011						
○ German – March 2011	○ French (Int.) – March 2011						
○ Japanese – March 2011	○ Spanish (Castilian) – TBC						

11.8 V3 Managers Bridge Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training	Training providers are free to structure and organize their training in the

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ITIL Accredited Training Organisation Scheme Brochure_v1.4_LIVE_JUNE2010.docx – 25 June 2010

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Delivery	way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.
Contact Hours	At least 28 hours of instruction.
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 16 students to one trainer.
Trainer Requirements	Trainers must hold the ITIL V1/V2 Managers certificate and the ITIL V3 Managers Bridge certificate.

11.9 V3 Service Lifecycle Modules Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.
Contact Hours	At least 21 hours of instruction.
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 18 students to one trainer.
Trainer Requirements	Trainers must hold the ITIL Expert and the Lifecycle module they wish to teach.

11.10 V3 Service Capability Modules Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.
Contact Hours	At least 30 hours of instruction.
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 18 students to one trainer.
Trainer Requirements	Trainers must hold the ITIL Expert and the Capability module they wish to teach.

11.11 Managing Across the Lifecycle Course and Trainer Requirements

Examination Delivery	Examination can be online or Paper Based via an ATO request or directly via an Examination Institute's Public Exam Scheme (proof of attendance at an
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	accredited training course will be required prior to taking the exam).
Training Delivery	Training providers are free to structure and organize their training in the way they find most appropriate, provided the units of the syllabus are sufficiently covered. Training must be delivered via an ATO based on this syllabus. Training can be delivered virtually, via an e-learning / learning technology solution.
Contact Hours	At least 30 hours of instruction.
Course Attendance	Accredited course attendance is mandatory.
Class size	Maximum of 18 students to one trainer.
Trainer Requirements	Trainers must hold the ITIL Expert and the Managing Across the Lifecycle module.

12. Glossary of Terms

ACP	Accredited Course Provider	Alternative name for Accredited Training Organization (ATO).
AEC	Authorized Examination Centre	An organization which is accredited by an EI to hold examination sittings, having met the specific AEC requirements as defined in the EIs Accreditation Guide, and making use of the EIs accredited Supervisors.
Affiliate	Affiliate	Training organisation that enters into a commercial arrangement with an ATO, to enable the ATO to work in different countries or in different regions of their own country, through a third party agreement.
APM Group	The APM Group Limited	Partner to OGC and contracted as OGC's Official Accreditor for the ITIL qualification and accreditation scheme trading as APM Group. Also operate as APM Group-The Accreditor Limited.
APMG-International	APMG-International	Recognised EI.
ATO	Accredited Training Organization	Organization approved by an Examination Institute (EI) to run training courses leading to ITIL qualifications.
BCS-ISEB	Information Systems Examination Board	Recognized EI.
Broker	Broker or Reseller	Organisation that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.
Computer-Based Testing and Assessment (online) Agent	EI Agent	A Computer-Based Testing and Assessment (online) Agent is any 3 rd party organisation which provides examination delivery services to an EI via computer-based testing and assessment methods, to remote computer-based testing locations only.

CSME	CSME	Recognized EI.
DANSK IT	DANSK IT	Recognized EI.
Delivery Agent	EI Agent	Delivery Agents are any entity appointed by the Sub-Licensee (subject to the Sub-Licensors prior written approval) to perform Delivery Agent Services.
DFC	DF Certifying AB	Recognized EI.
EI	Examination Institute	Organization approved by APM Group to administer the assessment of course accreditation for ATOs and delivery of ITIL examinations to the market place.
EXIN	Examination Institute for Information Science	Recognized EI.
itSMF	IT Service Management Forum	The independent internationally recognized forum for IT Service Management professionals.
LCS	Loyalist Certification Services	Recognized EI.
OGC	Office of Government Commerce	A UK government department (formally CCTA) who developed and own the ITIL publications and official scheme.
OPSI	Office of Public Sector Information	The UK government department responsible for managing Crown Copyright.
PeopleCert Group	PeopleCert Group	Recognized EI.
QMS	Quality Management Systems	Details of the organization, including all processes, procedures and policies.
TSO	The Stationery Office	OGCs official publishing partner responsible for the publication and distribution of the ITIL core library.

13. Contact Details

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A full and current list of Examination Institutes can be found at <http://www.itil-officialsite.com/ExaminationInstitutes/ExamInstitutes.asp>.