

Withdrawal of ITIL® V2 Qualifications - FAQs

In October 2009, the Office of Government and Commerce (OGC) announced its intention to withdraw the ITIL® V2 program by **30th June 2011** as follows:

	<u>Withdrawal date</u>	<u>Resit available until</u>
V2 Foundation	30 th June 2010	30 th June 2011.
V2 Manager	31 st August 2010	30 th June 2011.
V2 Practitioner	31 st Dec 2010	30 th June 2011.
Foundation Bridge	31 st Dec 2010	30 th June 2011.
Managers Bridge	30 th June 2011	

Candidates who wish to take examinations for these certifications should make plans to do so now – time is limited – to book your ITIL® V2 training course contact one of our [accredited training providers](#).

Will these withdrawal dates be extended if there is sufficient demand for the V2 qualifications?

It is unlikely that OGC will extend the withdrawal schedule so candidates should ensure they are booking courses especially where course attendance is mandatory within the V2 to V3 Bridging schemes and also scheduling their examinations before the examinations cease to be available.

Will my V2 certification remain relevant?

Yes - ITIL® V2 qualifications will continue to hold value and remain recognised within the industry. Your V2 certification will be relevant to any organisation using ITIL® as the fundamental concepts remain applicable.

Will my ITIL® V2 qualifications count within the V3 scheme?

Yes – V2 qualifications provide credits within the ITIL® V3 Scheme and could help you to work towards ITIL® V3 Expert.

<u>V2 Qualification</u>	<u>Credits in V3 Scheme</u>
V2 Foundation	1.5
V3 Foundation Bridge	0.5
V2 Practitioner (single)	2
V2 Practitioner (Clustered)	3.5
V2 Service Manager	17
V3 Managers Bridge	5

- A maximum of 12 V2 credits can be used towards ITIL® V3 Expert Level via the Practitioner Bridge Route;
- A maximum of 17 V2 credits can be used towards ITIL® V3 Expert Level via the Manager Bridge Route;
- A minimum of 17 credits are needed to be eligible for the Managing Across the Lifecycle course and examination.

I am due to attend an ITIL® V2 training course and sit the ITIL® V2 Exam – should I proceed or cancel?

As already mentioned ITIL® V2 qualifications remain relevant and can also provide credits within the V3 scheme so you should proceed with your ITIL® V2 course(s) and examination(s) if you require knowledge of the core ITIL® processes.

Do I still have time to update my ITIL® V2 qualification to V3?

Yes - you can update your ITIL® V2 qualification through the ITIL® V3 Bridging options whilst they remain available.

How do I update my ITIL® V2 qualification to V3?

- **V2 Foundation to V3 Foundation** via the **V3 Foundation Bridge** (available until December 2010). Accredited course attendance is mandatory for this examination. The V2-V3 Foundation Bridge examination consists of 20 multiple choice questions. The pass mark for this examination is 65% (13/20) and the exam duration is 30 minutes.
- **V2 Managers Certificate to V3 Expert level** via the **V3 Managers Bridge** (available until 20th June 2011). Accredited course attendance for this examination is mandatory, and the credits earned through the Service Manager Certificate can only be used in this bridging route. The V3 Manager Bridge examination consists of 20 scenario-based, complex multiple choice questions. The pass mark for this examination is 80% (16/20) and the exam duration is 90 minutes.
- **V2 Practitioner to V3 Expert.** If you have a **minimum of 12 credits** from V2 certifications (Practitioner and Foundation) you can achieve V3 Expert by completing the V3 Managers Bridge course and successfully passing the exam (available until June 2011) and then attending the V3 ITIL® Managing Across the Lifecycle course and successfully passing the exam which is a 90 minute complex multiple choice to achieve V3 Expert,

Details of accredited course providers are available from the [BCS website](#).

I have some credits from ITIL® Foundation and Practitioner but not the 12 that are needed to make me eligible for V3 Expert - what should I do?

You can complete a balanced selection of accredited v3 Service Capability or Service Lifecycle modules from an [accredited training provider](#) and successfully pass the module exam(s) to attain 17 or more credits

Or

You can obtain additional credits by achieving additional V2 Practitioner certifications to attain 12 or more credits (under the V2 Scheme requirements, so long as the certifications remain publicly available) in order to become eligible for the v3 Managers Bridge Certificate

You will also need to attend the V3 Managing Across the Lifecycle course through an accredited training provider and successfully pass the exam.

Depending on how many credits you hold you may have time to complete further training and examinations before the withdrawal of Practitioner in December 2010 to achieve the prerequisite 12 credits.