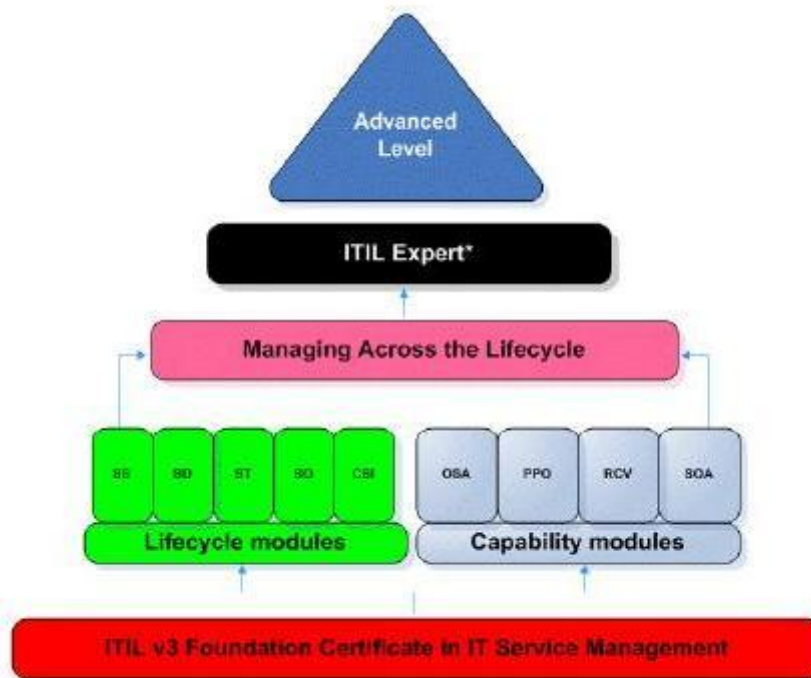


ITIL® Higher Level Modules

V3 Qualification Scheme

Fig 1 - V3 Qualification Scheme Structure



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After passing the Foundation exam there is a choice of modules that can be studied on the pathway to the ITIL Expert qualification. A total of 22 credits are required to achieve this qualification; the Foundation certificate contributes 2 credits.

Lifecycle Modules

The lifecycle modules each count for 3 credits on completion. The module titles are:

Service Transition ST

Service Operation SO

Service Design SD

Continual Service Improvement CSI

Service Strategy SS

Three-day courses will soon be available for each of these subjects.

Capability Modules

The capability modules each count for 4 credits on completion. The module titles are:

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

Five-day courses will soon be available for each of these subjects.

Managing Across the Lifecycle

This 'capping' module counts for 5 credits and is mandatory prior to award of the ITIL Expert qualification. A five-day course including the exam will be available soon.

Trainer Profile

AFA's ITIL V3 training is delivered by fully accredited and highly experienced trainers. As well as being fully qualified, AFA trainers also have considerable experience of implementing the Best Practice approaches. The use of hybrid trainer-managers is of great benefit to delegates and ensures that illustration and anecdotes have up-to-date validity and that the training given, whilst being true to the syllabus is also pragmatic.

Why AFA?

AFA was established fifteen years ago as a management consultancy organisation. In 1996 AFA became one of the original group of PRINCE2[®] Accredited Training Organisations under the scheme administered by APM Group on behalf of the Office of Government Commerce. AFA quickly established a reputation for being able to deliver training courses that combine excellent exam pass rates with realistic and practical guidance ensuring maximum skills transfer.

AFA continues to specialise in the Best Practice methods, becoming accredited at the earliest possible opportunity to deliver training in:

- MSP[®] programme management
- M_o_R[®] risk management, and
- P3O[®] portfolio, programme and project support offices

More recently, five further training strands have been added to the AFA offering:

- Change Management – accredited by the APM Group
- Benefits Management – developed from experience of MSP training & implementation
- ITIL[®] Service Management – accredited by ISEB
- Portfolio Management – helping you to deliver the right projects and programmes
- APM Qualifications – APM Introductory Certificate and APMP

Register Interest

If you are interested in any of the courses mentioned above please email ITIL@AFAPROJECTS.COM