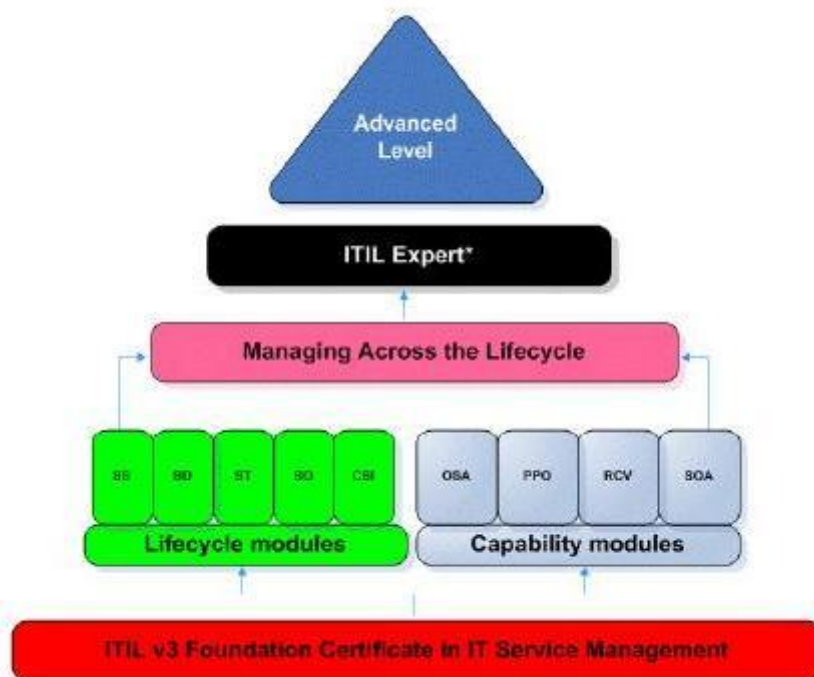


## ITIL Higher Level Modules

### 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?

Unlike other training organisations, which deliver a wide range of training events covering many unrelated topics, AFA's core business is based on the Best Practice methodologies. AFA trainers and consultants have served on the editing teams and review panels for all recent updates of the guidance manuals; several AFA consultants also act as examiners and assessors for one or more of the methodologies; AFA's managing director was commissioned by OGC to write 'Tailoring PRINCE2'.

For ten years AFA has specialised in providing consultancy and training services predicated on the Best Practice methods – ITIL service management, MSP™ programme management, PRINCE2 project management and M\_o\_R® risk management. Our ethos is to work with client organisations, retaining existing robust processes and further developing them in line with Best Practice guidance. Training events are also tailored to suit the current level of understanding within an organisation; a pathway of progression can be offered to allow understanding and skills to improve and grow. AFA has two main advantages over large consultancy and training organisations:

- We tailor our services to suit the client rather than relying on a set of 'products'
- We focus on the Best Practice methods rather than dabbling in many methodologies or offering a wide and disjointed range of training topics

AFA consultants regularly undertake review and development activities when the Best Practice methods are updated. AFA is currently working with TSO and other professional colleagues on the PRINCE2 Refresh.

## Register Interest

If you are interested in any of the courses mentioned above please email [ITIL@AFAprjects.com](mailto:ITIL@AFAprjects.com).