

FOUNDATION

For anyone involved in managing and operating federated IT services



ADVANCED SERVICE OPERATION & CONTROL

Requires Foundation Certificate



ADVANCED SERVICE PLANNING & DELIVERY

Requires Foundation Certificate



EXPERT & AUDITOR

Requires Advanced SOC & SPD Certificates



EXPERT BRIDGE

A fast track, includes the Advanced Bridge and Expert & Auditor Exams

Requires:

- ITIL Expert
- ISO/IEC 20000
- Consultant Manager
- ISO/IEC 20000 Associate
- ISO/IEC 20000(Lead Auditor)