

ITIL® V3 Foundation Program  
(3 Days-2 Credits)  
**ITIL-205**

**Balancing Modules**  
Candidates should achieve a balanced selection of modules if/when working towards ITIL Expert Level Certification, to ensure that the full V3 knowledge base has been covered.

Lifecycle Modules				
ITIL® V3 Service Strategy Certification Program (3 Days-3 Credits) <b>ITIL-225</b>	ITIL® V3 Service Design Certification Program (3 Days-3 Credits) <b>ITIL-235</b>	ITIL® V3 Service Transition Certification Program (3 Days-3 Credits) <b>ITIL-230</b>	ITIL® V3 Service Operation Certification Program (3 Day-3 Credits) <b>ITIL-240</b>	ITIL® V3 Continual Service Improvement Certification Program (3 Days-3 Credits) <b>ITIL-245</b>

Capability Modules			
ITIL® V3 Operational & Support Analysis Certification Program (5 Days-4 Credits) <b>ITIL-260</b>	ITIL® V3 Planning, Protecting, & Optimizing Certification Program (5 Days-4 Credits) <b>ITIL-265</b>	ITIL® V3 Release Control & Validation Certification Program (5 Days-4 Credits) <b>ITIL-255</b>	ITIL® V3 Service Offering & Agreements Certification Program (5 Days-4 Credits) <b>ITIL-250</b>

ITIL® V2 Practitioner Certificate (14 Total Credits)			
ITIL® V2 Practitioner Certified Program-Support and Restore Management (IPSR) (3.5Credits)	ITIL® V2 Practitioner Certified Program-Release and Control Management (IPRC) (3.5Credits)	ITIL® V2 Practitioner Certified Program-Agree and Define (IPAD) (3.5Credits)	ITIL® V2 Practitioner Certified Program-Plan and Improve (IPPI) (3.5Credits)
Although no longer available, these courses can apply up to 12 credits towards ITIL® Expert			

ITIL® V3 Service Manager Expert Bridge Program  
(5 Day-5 Credits)  
**ITIL-220**

ITIL® V3 Managing Across the Lifecycle  
(5 Day-5 Credits)  
**ITIL-270**

ITIL® V2 Service Manager Certified Program (17 Credits)  
**Required, but no longer available**

ITIL® V3 Service Manager Expert Bridge Program  
(5 Day-5 Credits)  
**ITIL-220**

**ITIL® Expert**  
(Minimum 22 Credits)

Optional Workshops		
<b>ITIL-115</b>	Service and Incident Management	3 Days
<b>ITIL-145</b>	Problem Management	3 Days
<b>ITIL-150</b>	Service Level Management	3 Days
<b>ITIL-155</b>	Availability Management	3 Days
<b>ITIL-160</b>	Capacity Management	3 Days
<b>ITIL-165</b>	Change Management	3 Days
<b>ITIL-170</b>	Configuration Management	3 Days

**ITIL® Master**  
(ITIL Expert, Experience, and Other Exams)  
Pilot Stage