

**IT Service Management (ITIL™) Development Roadmap**

Level codes in the body of the matrix equate to levels of responsibility : Level 1 : Staff using processes and require awareness level training only. Level 2 key staff who are involved in process implementation projects, includes Supervisors and line managers. Level 3: Process owners who are accountable for processes, functions and/or services. This category includes senior managers with budget holder accountability and stakeholders.

(Note 1: The 1.5 v2 Foundation credits when added to the 0.5 Bridge credits = 2 credits. Similarly the V2 Managers Cert 17 credits is added to the 5 Bridge credits = 22 credits) Note 3: ? Depends on the process area of relevance)

Available Credits	V2 Foundation (note 1)	V2 Manager Cert (note 1)	Executive	ITIL	Foundation	Lifecycle element					V2 Practitioner certificates					V3 Capability elements				ITIL Expert		
	2	22	Briefing	Awareness	2	3	3	3	3	3	3.75	1	3.75	1	1	1	4	4	4	4	5	
	V2-V3 bridge	V2-V3 bridge			V3	SS	SO	SD	ST	CSI	SDIM	SLM	R&C	ChM	Prob	Config	OSA	PPO	RCV	SOA	MALC	
IT Manager (V2 qualified)		3	3			3																3
IT Manager ( Not V2 qualified)			3		2,3	2,3	2,3	2,3	2,3	2,3	2,3	2,3	2,3	2,3	2,3	2,3	2,3					2,3
Change manager			3	2	2,3				2,3				2,3	2,3						2,3		
Change analyst					2,3															2		
Change administrator				1	1,2,3																	
Service Level Manager			3	2	2,3			3				3										2,3
Business Relationship manager			2,3		2,3																	3
Account manager			2,3		2,3																	3
Problem manager			3		2,3		3			3					2,3		2,3					
Support staff				1	2,3					3	2,3						2,3					
Incident/Service Desk manager			3		2,3					3	2,3						2,3					
Service Desk agent				1	2,3						2,3						2,3					
Operations teams				1	2,3																	
Operations manager			3		2,3					3							2,3					
Operations analyst				1	2,3			3	2,3								2,3				3	
Systems architect/design				1	2,3			2,3												3		
Infrastructure manager			3	1	2,3			3	3	2,3							3					
Business solutions designers					2,3			2,3														2,3
Technical solutions design				1	2,3	3		2,3		3												2,3
Process owner			3		2,3	??	??	??	??	??							??	??	??	??	??	3
Process manager			2		2,3	??	??	??	??	??							??	??	??	??	??	3
Service owner			2		2,3	??	??	??	??	??							??	??	??	??	??	3
Service manager			2,3		2,3	??	??	??	??	??							??	??	??	??	??	3
Configuration manager			3		2,3				3						3						3	
Security manager			3		2,3			3										2,3				
Supplier manager			3		2,3																	
IT financial manager			3		2,3	3																3
Release & Deployment manager			3		2,3				2,3				3									2,3
Release & Deployment staff				1	2,3																	
IT Service Continuity manager			3		2,3			3										2,3				
ITSCM key staff				1	2,3														2			
Test manager			3		2,3				3													2,3
Business managers			3	2																		
Staff with V2 Foundation - need to use V3	1																					
Staff using new processes			3	1,2	2,3																	
Involved with outsourcing services			3	1,2	2,3																	
Involved with outsourcing support/maint			3	1,2	2,3																	
IT Staff not involved with implementation projects				1	2,3																	
If you are involved with the following capability elements																						
Operational Support & Analysis																						
Event Management				1	2,3		3			3							2,3					

Incident Management				1	2,3		3		3	2,3				2,3				
Request Fulfillment				1	2,3		3		3			2,3		2,3				
Problem Management				1	2,3		3		3					2,3				
Access Management				1	2,3		3		3					2,3				
Service Desk				1	2,3		3		3	2,3				2,3				
Technical Management				1	2,3		3		3					2,3	2,3	2,3		
IT Operations Management				1	2,3		3		3					2,3				
Application Management				1	2,3		3		3					2,3		3	3	3
<b>Planning Protection &amp; Optimization</b>																		
Capacity Management				1	2,3			3	3						2,3			
Availability Management				1	2,3			3	3					3	2,3			
Continuity Management				1	2,3			3	3						2,3		3	
Security Management				1	2,3			3	3						2,3			
Demand Management				1	2,3			3	3						2,3			
Risk Management				1	2,3			3	3					3	2,3	3		3
<b>Release Control &amp; Validation</b>																		
Change				1	2,3				3			2,3					2,3	
Release & Deployment				1	2,3				3		2,3						2,3	
Validation & Testing				1	2,3				3								2,3	
Service Asset & Config				1	2,3				3					3			2,3	
Knowledge				1	2,3				3					3			2,3	
Request				1	2,3				3	3							2,3	
Service Evaluation				1	2,3				3								2,3	
<b>Service Offerings &amp; Agreements</b>																		
Service Portfolio Management				1	2,3				3									2,3
Service Level Management				1	2,3				3		3							2,3
Service Catalogue				1	2,3				3									2,3
Demand Management				1	2,3				3						3			2,3
Supplier Management				1	2,3				3									2,3
Financial Management				1	2,3				3									2,3
If you are involved with the following Lifecycle elements																		
<b>Service Strategy</b>																		
Demand Management				1	2,3	3			3						3			3
Strategy Management				1	2,3	3			3						3			3
Portfolio Management				1	2,3	3			3									3
IT Financial Management				1	2,3	3			3									3
<b>Service Design</b>																		
Service Catalogue Management				1	2,3			3	3									3
Service Level Management				1	2,3			3	3		3							3
Capacity Management				1	2,3			3	3						3			
Availability Management				1	2,3			3	3						3			3
IT Service Continuity Management				1	2,3			3	3						3			
Information Security Management				1	2,3			3	3						3			
Supplier Management				1	2,3			3	3									3
<b>Service Transition</b>																		
Transition Planning & Support				1	2,3				3	3		2,3						2,3
Change Management				1	2,3			3	3	3		3	3					2,3
Service Asset & Configuration Management				1	2,3				3	3				3				2,3
Release & Deployment Management				1	2,3				3	3		2,3						2
Service Validation and Testing				1	2,3				3	3								,3
Evaluation				1	2,3				3	3								3
Knowledge Management				1	2,3				3	3		3		3				3
<b>Service Operation</b>																		
Event Management				1	2,3			3		3	2,3				2,3			
Incident Management				1	2,3			3		3	2,3				2,3			
Request Management				1	2,3			3		3	2,3				2,3			

