

ITIL® Intermediate Certifications: Which are right for you?

Click the job title that is closest to your role to view the certifications most relevant to what you do.

- Senior Management**
- Chief of Staff
 - CIO
 - CTO
 - Director
 - General Manager
 - Principal
 - VP IT

- IT Management**
- IS Manager
 - IT Manager
 - MIS Manager
 - Team Lead



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JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

[Go Back to Org Chart](#)

- ## Senior Management
- Chief of Staff
 - CIO
 - CTO
 - Director
 - General Manager
 - Principal
 - VP IT

****Most Relevant Certification****

[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits

- Align IT strategy with business vision/strategy and outcomes
- Develop a portfolio of services supported by the business case and within financial and other constraints
- Oversee the investment in strategic assets and service management capabilities
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created
- Steer and oversee the journey to ITSM maturity
- Manage and control service delivery and processes within all service lifecycle phases

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

- Appreciate how design underpins all aspects of the IT organization, including resources, metrics, architecture, environments, services and processes
- Oversee the design of business-focused IT services, along with the relevant processes, metrics and policies

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

- Develop the capabilities for transitioning new and changed services into operations
- Manage and control the risk of failure and disruptions
- Test and facilitate the release of services into the live environment
- Oversee the drive toward a knowledge-based approach to IT service management

[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits

- Manage and oversee the execution and delivery of agreed services
- Steer the operations toward delivering consistent and cost-effective services

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Lead and support continual service improvement programs
- Evaluate metrics and initiate improvements to enhance business outcomes
- Foster a culture of improvement throughout the service lifecycle and in all aspects of service assets and capabilities

**Final Certification
Required to
Achieve ITIL Expert
Managing Across the
Lifecycle – Course 983
5 credits**



JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES
(Courses may be taken in any order)

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IT Management

- IS Manager
- IT Manager
- MIS Manager
- Team Lead

[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits ****Most Relevant Certification****

- Manage and control service delivery in accordance with business requirements
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created
- Undertake the development of IT strategy

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

- Manage and undertake the design of business-focused IT services, along with the relevant processes, metrics and policies

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

- Control the transformation of the services envisioned in strategy and formulated in design into actual business solutions

[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits

- Manage, control and operate the infrastructure, applications, networks and environmental facilities

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Identify and drive continual service improvement opportunities across the entire service lifecycle

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JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES
(Courses may be taken in any order)

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- Strategy, Planning and Consultancy**
- Application Consultant
 - Associate
 - Business Analyst
 - Financial Analyst
 - Knowledge Management
 - Market Data Analyst
 - Market Data Specialist
 - Process Consultant
 - Strategy Consultant

****Most Relevant Certification****

[Service Offerings and Agreements \(Capability\) – Course 998 – 4 credits](#)

- Help design services in the service portfolio and understand how to align with business requirements
- Contribute to the service catalog and ensure that it reflects live services
- Contribute to the management and control of service level agreements, operational level agreements and underpinning contracts
- Ensure services are being delivered as per the agreed business case and financial outcomes

OR

[Service Design \(Lifecycle\) – Course 993 – 3 credits](#)

- Help design the services that meet business requirements
- Design the appropriate ITSM processes to facilitate services

[Service Strategy \(Lifecycle\) – Course 982 – 3 credits](#)

- Understand and relate business strategy and outcomes to IT services and processes
- Capture business requirements and translate them into IT services
- Align IT processes and services with business needs

[Continual Service Improvement \(Lifecycle\) – Course 994 – 3 credits](#)

- Guide IT on service improvement initiatives based on understanding of business outcomes

Additional Certifications to Achieve ITIL Expert

[Service Operation \(Lifecycle\) – Course 991 – 3 credits](#)

[Service Transition \(Lifecycle\) – Course 992 – 3 credits](#)

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Technical Support

- 2nd & 3rd Level Support
- Client Support Technician
- Communication Technician
- Communication(s) Engineer
- Communications Officer
- Communications Specialist
- Database Administrator
- End User Support
- Incident Manager
- Network Analyst
- Network Administrator
- Network Engineer
- Network Technician
- Problem Manager
- Support Specialist
- System Administrator
- System Support
- Systems Engineer
- Systems Manager
- Systems Specialist

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Operational Support and Analysis (Capability) – Course 995 – 4 credits

- Respond to users in accordance with service level agreements
- Coordinate and automate the event management processes
- Coordinate relationship with internal and external support in accordance with operational level agreements and underpinning contract
- Implement and operate access rights in accordance with security policy
- Operate the data centers and other environments

OR**Service Operation (Lifecycle) – Course 991 – 3 credits**

- Manage day-to-day interaction with users through the service desk
- Manage and control the incident and problem management processes

Continual Service Improvement (Lifecycle) – Course 994 – 3 credits

- Capture service improvement opportunities
- Evaluate metrics and determine corrective action

Planning, Protection and Optimization (Capability) – Course 997 – 4 credits

- Manage service demand and ensure service assets are capable of reacting to patterns of business activity
- Understand capacity and availability processes
- Ensure security policy is aligned with business requirements
- Ensure service continuity plans are aligned with business continuity plans

OR**Service Design (Lifecycle) – Course 993 – 3 credits**

- Plan for service availability and capacity
- Design appropriate measurement methods and metrics
- Identify and manage security and service continuity risks and policies

Additional Certifications to Achieve ITIL Expert**Service Transition (Lifecycle) – Course 992 – 3 credits****OR****Release, Control and Validation (Capability) – Course 996 – 4 credits****Service Strategy (Lifecycle) – Course 982 – 3 credits******Most Relevant Certification****

JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES
(Courses may be taken in any order)

****Most Relevant Certification****

Service Desk and Help Desk

- Help Desk Manager
- Help Desk Technician
- Service Delivery Analyst
- Service Delivery Technician
- Service Desk Analyst
- Service Desk Communication
- Service Desk Manager
- Support Analyst

[Operational Support and Analysis \(Capability\) – Course 995](#) – 4 credits

- Respond to users in accordance with service level agreements
- Coordinate and automate the event management processes
- Undertake support escalation procedures
- Coordinate relationship with internal and external support in accordance with operational level agreements and underpinning contract
- Implement and operate access rights in accordance with security policy
- Operate the data centers and other environments

OR

[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits

- Manage day-to-day interaction with users through the service desk
- Manage and control the incident and problem management processes

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Capture service improvement opportunities
- Evaluate metrics and determine corrective action

Additional Certifications to Achieve ITIL Expert

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits

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JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

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- ### Application Management
- Analyst Programmer
 - Application Architect
 - Application Engineer
 - Application Manager
 - Application Support Manager
 - Business Systems Manager
 - Data and Tools Manager
 - Data Processing Manager
 - Data Services Manager
 - Programmer
 - Software Configuration Manager
 - Software Developer
 - Software Specialist

[Planning, Protection and Optimization \(Capability\) – Course 997 – 4 credits](#) **Most Relevant Certification**

- Understand capacity and availability processes relevance to applications
- Ensure security policy aligned with business requirements
- Ensure service continuity plans aligned with business continuity plans

OR

[Service Design \(Lifecycle\) – Course 993 – 3 credits](#)

- Design and develop application-related services in accordance with business requirements
- Configure information security during application design and development phase
- Structure and design data storage and reporting requirements

[Continual Service Improvement \(Lifecycle\) – Course 994 – 3 credits](#)

- Review software applications for service improvement opportunities

[Operational Support and Analysis \(Capability\) – Course 995 – 4 credits](#)

- Produce application usage analytics and identify improvements
- Review IT security access policies relevant to the application to ensure that they are updated and in accordance with business policies

[Release, Control and Validation \(Capability\) – Course 996 – 4 credits](#)

- Undertake the application development process
- Manage the software release processes and the eventual handover to operations
- Support incident and problem management activities

Additional Certification to Achieve ITIL Expert
[Service Strategy \(Lifecycle\) – Course 982 – 3 credits](#)

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RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

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- ### Operations and Infrastructure
- Capacity Manager
 - Data Center Manager
 - Facilities Manager
 - Hardware Engineer
 - Infrastructure Engineer
 - Infrastructure Manager
 - IT Specialist
 - Operations Analyst
 - Operations Manager
 - Operations Specialist

[Operational Support and Analysis \(Capability\) – Course 995](#) – 4 credits **Most Relevant Certification**

- Manage, operate and control delivery of service in accordance with service level agreements
- Analyze service performance and develop corrective actions
- Operate the networks, applications and facilities in support of the services

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Lead and implement service improvement programs

[Planning, Protection and Optimization \(Capability\) – Course 997](#) – 4 credits

- Manage service demand and ensure service assets are capable of reacting to patterns of business activity
- Understand capacity and availability processes relevant to security and continuity
- Ensure security policy is aligned with business requirements
- Ensure service continuity plans are aligned with business continuity plans

OR

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

- Plan for service availability and capacity
- Design appropriate measurement methods and metrics
- Identify and manage security and service continuity risks and policies

[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits

- Operate service management processes within all phases of the service lifecycle in accordance with IT strategy
- Ensure IT strategy is continually aligned with business strategy

Additional Certification to Achieve ITIL Expert

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

OR

[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits

Final Certification Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983
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JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES
(Courses may be taken in any order)

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****Most Relevant Certification****

Project Management Office

- PMO Staff
- Portfolio Manager
- Program Manager
- Project Manager

[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits

- Manage and control service delivery in accordance with business requirements
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created
- Undertake the development of IT strategy

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

- Project manage the design of services, process, metrics and the architecture

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

- Manage and control the transition of services in accordance with requirements and business-case criteria
- Control and update the configuration information in the configuration management system in accordance with the service assets and IT infrastructure
- Manage the service knowledge management system

[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits

- Manage and oversee the execution and delivery of agreed services
- Steer the operations towards delivering consistent and cost-effective services

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Identify service improvement opportunities during the service development process
- Support and implement improvement initiatives

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Transition Management

- Asset Manager
- Change Analyst
- Change Manager
- Configuration Engineer
- Configuration Manager
- Performance Tester
- Release Manager
- Test Analyst
- Test Engineer
- Test Manager
- Transition Manager

[Release, Control and Validation \(Capability\) – Course 996 – 4 credits](#)****Most Relevant Certification****

- Test and validate new or changed services
- Ensure smooth release and handover to operations
- Manage and control the service assets and help create a knowledge-based approach to ITSM
- Provide support to operations for any new or changed services during the early life support phase

OR**[Service Transition \(Lifecycle\) – Course 992 – 3 credits](#)**

- Manage and control the transition of services in accordance with requirements and business-case criteria
- Control and update the configuration information in the configuration management system in accordance with the service assets and IT infrastructure
- Manage the service knowledge management system

[Operational Support and Analysis \(Capability\) – Course 995 – 4 credits](#)

- Respond to users in accordance with service level agreements
- Undertake support escalation procedures
- Implement and operate access rights in accordance with security policy

OR**[Service Operation \(Lifecycle\) – Course 991 – 3 credits](#)**

- Understand response to users in accordance with service level agreements
- Understand the service operations management processes

[Continual Service Improvement \(Lifecycle\) – Course 994 – 3 credits](#)

- Identify service improvement opportunities during the service development process
- Support and implement improvement initiatives

[Service Design \(Lifecycle\) – Course 993 – 3 credits](#)

- Project manage the design of services, process, metrics and the architecture

[Service Strategy \(Lifecycle\) – Course 982 – 3 credits](#)

- Understand service delivery in accordance with business requirements
- Understand how the customer(s) and stakeholders will perceive and measure value, and how this value will be created

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RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

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- ### Security, Compliance and Quality Assurance
- Compliance Manager
 - IT Security Consultant
 - IT Security Manager
 - IT Service Continuity Manager
 - Quality Advisor
 - Quality Assurance Analyst
 - Quality Assurance Manager
 - Quality Assurance Specialist
 - Risk Manager
 - Service Assurance Manager

[Planning, Protection and Optimization \(Capability\) – Course 997](#) – 4 credits **Most Relevant Certification**

- Understand capacity and availability processes relevance to security and continuity
- Ensure security policy is aligned with business requirements
- Ensure service continuity plans are aligned with business continuity plans

[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits

- Test, assess and evaluate service quality and robustness
- Test hypothetical disruption scenarios
- Ensure quality of service delivered is in accordance with the terms of service level agreements

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Identify service improvement opportunities from the perspective of security, service continuity and risk

[Service Offerings and Agreements \(Capability\) – Course 998](#) – 4 credits

- Ensure security, service continuity and risk aspects are built into the service level agreements, operational level agreements and underpinning contracts

OR

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

- Ensure service is designed to meet business needs from security and continuity perspective
- Manage, assess and control risks in line with business requirements and outcomes

Additional Certification to Achieve ITIL Expert

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

OR

[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits

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JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

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- Business Relationship Management**
- Business Buyer
 - Business Partner
 - Business Relationship Manager
 - Client Services Manager
 - Customer Relationship Manager
 - Customer Service Manager
 - Customer Support Analyst
 - Customer Support Manager
 - Service Delivery Manager
 - Service Level Manger

[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits **Most Relevant Certification**

- Align services with business requirements
- Coordinate day-to-day relationship/communication with the business
- Represent IT service to the business and perform service reviews
- Identify market opportunities

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits

- Ensure the design of services is always focused on business requirements and expected outcomes

OR

[Service Offerings and Agreements \(Capability\) – Course 998](#) – 4 credits

- Manage and coordinate the service portfolio and understand how to align it with business requirements
- Maintain and update the service catalog to reflect the live services
- Manage and control service level agreements, operational level agreements and underpinning contracts
- Ensure services are being delivered as per the agreed business case and financial outcomes

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Identify service improvements opportunities across the entire service lifecycle

[Operational Support and Analysis \(Capability\) – Course 995](#) – 4 credits

- Perform the ITSM processes in support of services
- Generate metrics and measurements

OR

[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits

- Contribute to the execution and delivery of agreed services
- Steer the operations toward delivering consistent and cost-effective services

Additional Certification to Achieve ITIL Expert

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

OR

[Release, Control and Validation \(Capability\) – Course 996](#) – 4 credits

Final Certification Required to Achieve ITIL Expert Managing Across the Lifecycle – Course 983
5 credits



JOB TITLE

RECOMMENDED CERTIFICATIONS AND LEARNING OUTCOMES (Courses may be taken in any order)

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- ### Design and Architecture
- Application Analyst
 - Application Support
 - Application Support Analyst
 - Back Office Analyst
 - Chief Architect
 - Chief Engineer
 - Database Analyst
 - Enterprise Architect
 - Integration Specialist
 - Software Architect
 - Solutions Analyst
 - Solutions Architect
 - Solutions Developer
 - Systems Analyst
 - Systems Architect

[Service Design \(Lifecycle\) – Course 993](#) – 3 credits **Most Relevant Certification**

- Design and evaluate new or changed services in accordance with IT strategy and business requirements
- Design the ITSM processes in support of services
- Produce the blueprint of service designs as part of the service design package
- Design the enterprise architecture to facilitate services in line with business outcomes

[Service Transition \(Lifecycle\) – Course 992](#) – 3 credits

- Guide the transition phase to ensure the development of services is in accordance with business requirements

[Continual Service Improvement \(Lifecycle\) – Course 994](#) – 3 credits

- Undertake redesign initiatives to improve services and processes
- Analyze metrics and determine improvement opportunities

Additional Certifications to Achieve ITIL Expert
[Service Operation \(Lifecycle\) – Course 991](#) – 3 credits
[Service Strategy \(Lifecycle\) – Course 982](#) – 3 credits

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