ITIL Expert -What's your next step?

ITIL Certification Fact Sheet ©

Area	ITIL	ITIL LifeCycle					ITIL Capability			
Vendor Name	EXIN / APMG	EXIN / APMG					EXIN / APMG			
Common Name	Foundation	Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement	RCV	SOA	OSA	PPO
Official Name	ITIL Foundation	ITIL Service Strategy	ITIL Service Design	ITIL Service Transition	ITIL Service Operation	Continual Service Improvement	Release Control and Validation	Service Offerings and Agreements	Operational Support and Analysis	Planning, Protection and Optimization
Industry Demand	90%	80%	70%	90%	90%	70%	90%	80%	90%	80%
Career Advancement	70%	80%	80%	90%	80%	80%	90%	80%	90%	80%
Raise Potential	60%	70%	80%	90%	70%	80%	50%	60%	80%	80%
Average Salary*	$63K	$73K	$80K	$95K	$80K	$82K	$102K	$84K	$93K	$85K
Knowledge Level	Beginner	Beginner	Intermediate	Advanced	Advanced	Advanced	Beginner	Intermediate	Advanced	Advanced
Number of Exams	1	1	1	1	1	1	1	1	1	1
Prerequisites	None	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation	ITIL v3 Foundation
	PC Technician; Help Desk Technician; Network Support Technician; Service Center Technician	The course is suitable for individuals who require a deeper understanding of the Service Strategy stage of the Service Lifecycle	ITIL Service Design Architects - Capacity Engineers, Availability Engineers, Security Management	Change Engineers, Release Managers, Configuration Managers, CMDB Analysts, CMDB Engineers	Service Desk Managers, Incident and Problem	The course is suitable for individuals who require a deeper understanding of the CSI stage of the Service Lifecycle	Change Engineers, Release Managers, Configuration Managers, CMDB Analysts, CMDB Engineers	Service Level Managers	Service Desk Managers, Incident and Problem	Capacity Engineers, Availability Engineers, Security Professional

Do you want to learn more?

ASM Educational Center, Inc | Rockville, MD 20852 | (301) 984-7400 | info@asmed.com | www.asmed.com

Exclusively prepared for ASM Students