



## **Update: The ITIL® Master Qualification in IT Service Management: Qualification Overview - April 2011**

Following the announcement of the second phase operational pilot for the ITIL® Master Qualification, this document has been created to provide an overview of the ITIL® Master Qualification and the accompanying assessment processes.

The purpose of the document is to provide general information on the qualification and assessment process to the community, and to advise any individuals who are interested in this qualification of the expectations of candidates who intend to take the qualification once live.

### **Current Stage of Development**

At this time, the ITIL® Master qualification is undergoing closed operational pilot and is not publically available and it is expected that detailed, technical information and documentation will be made available on the ITIL Official Site later this year, prior to formal launch.

As the qualification is now in operational Beta pilot following a successful technical Alpha pilot conducted throughout 2010, at this stage in the development cycle there is unlikely to be significant change to the process outlined within this document.

It should be noted; however, that some of the finer details of the qualification and associated administrative processes may be subject to change, minor alternation or improvement pending the outcome of the pilot currently underway.

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For further information, please see [www.ital-officialsite.com](http://www.ital-officialsite.com)  
For specific queries, please contact [servicedesk@apmgroupltd.co.uk](mailto:servicedesk@apmgroupltd.co.uk).



## **ITIL® Master Qualification Overview**

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The ITIL® Master Qualification Certificate validates the capability of the candidate to apply the principles, methods and techniques from ITIL® in the workplace.

To achieve the ITIL® Master Qualification the candidate must be able to explain and justify how they selected and applied a range of knowledge, principles, methods and techniques from ITIL and supporting management techniques, to achieve desired business outcomes in one or more practical assignments.

This Qualification program has been designed to enable candidates to outline an initial idea or “Proposal” for business improvement and demonstrate the effectiveness of the solution and its benefits to the business in a portfolio of information and evidence - the “Work Package”. The completion of these components is then verified and can be elaborated upon through a personal “Interview” with an assessment panel.

Although there is no fixed syllabus for this qualification, each candidate is expected to have an in-depth knowledge of the ITIL areas they have selected for inclusion in their submissions and must document this in line with the qualification “*Requirements and Scope*” documentation provided. Candidates are also expected to demonstrate management and planning skills in support of the areas of ITIL that they select.

## **Target Candidate**

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The target group for the ITIL® Master Qualification Certificate includes, but is not restricted to, service management practitioners and consultants who are experienced at a higher level in the implementation, management, coordination and improvement of IT Service management.

## **Pre-requisite Entry Criteria**

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To be eligible for the ITIL® Master Qualification, candidates must meet or fulfil the following entry criteria:

- Have achieved the ITIL® Expert Certificate in IT Service Management
- Have worked in IT service management for at least five years in leadership, managerial, or higher management advisory levels.

## **Eligibility for Assessment**

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In addition to the pre-requisite entry criteria, in order to be eligible for assessment, candidates will be required to complete the necessary stages of the process and agree to the Terms and Conditions (T&Cs) for certification as outlined by the Awarding Body.

Candidates must also provide declarations that the information within their submissions is their own work.

## Curriculum

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Since every candidate will select a unique range of experience to apply, it is not possible to define a fixed syllabus with associated Learning Objectives.

Instead, the ITIL<sup>®</sup> Master qualification allows candidates to determine their own field of application based on ITIL *Requirements and Scope* documents are in place of a syllabus to guide candidates through the certification process, including both fixed and variable requirements to be addressed by the candidate in their submissions.

## Accredited Training Requirements

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There is no prescribed training course for this qualification since the theory being tested will vary depending on the nature of the situation each candidate will choose to address.

## Duration and Timeline for Assessment

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The timescale for completion of the ITIL<sup>®</sup> Master qualification will be dictated by the candidate's intended assignment/s as outlined within the Proposal; however, the estimated timescale for completion and submission of the qualification is between six months, up to a maximum of approx.24 months.

Within the Proposal candidates should advise the awarding body of the proposed submission date for their completed Work Package in order to manage the assessment process.

Where the Work Package depends on 'real work' which is in progress, this may need to be adjusted during the course of the assessment. The Awarding Body should be notified if the proposed submission date for the Work Package changes via the "*Change Request Process*".

Where Work Packages are based on past assignments or projects, the timescale is likely to be shorter; however, candidates can still take approx.24 months to finalise their submissions.

The Interview will be scheduled once the Work Package has been assessed and accepted as meeting the required standard. It is expected that candidates complete the Interview within three months of notification of their successful Work Package result.

## ITIL<sup>®</sup> Master Assessment Process Stages

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The mandatory stages for achieving the ITIL<sup>®</sup> Master qualification are:

1. Application
2. Submission of a Proposal outlining:
  - a. the real life situation to be addressed, and
  - b. the Elements of ITIL to be applied to the situation
3. Preparation and submission of a Work Package for assessment
4. Attendance at an interview to support the Work Package assessment.

## Achievement of the Qualification

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Candidates who successfully meet the requirements for all of the Stages in the Assessment process – application through to Interview - will be awarded the ITIL<sup>®</sup> Master Qualification Certificate.

Candidates who are unsuccessful at any of the stages in the assessment process (with the exception of the interview) will be afforded one opportunity to update and resubmit a qualification component – their Proposal or Work Package - for reassessment. Full details on resubmissions will be confirmed upon availability of full and detailed qualification documentation.

Any candidate who is unsuccessful following the resubmission of a component or at the Interview stage will be required to resubmit an application and start the assessment process from the beginning.

## Stage One: Application

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All candidates are required to complete and submit an application to their awarding body as the first stage of ITIL<sup>®</sup> Master certificate program.

The following information is required as part of the application process:

- An up-to-date CV or Resume
- Details of ITIL<sup>®</sup> Expert Qualification (copy of certificate, candidate/certificate number and name of the awarding [Examination Institute](#)).
- Supporting references from individuals who can verify prior experience (optional)
- A scanned copy of the candidates Photographic ID. Acceptable forms of Photographic ID include:
  - Drivers License
  - Passport
  - Military identification
  - Employee identification card

Please note that the Photographic ID is required at application to verify the candidate's identity at the final stage of the assessment process – the interview.



## **Stage Two: The Proposal**

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Following successful Application, a candidate must submit a Proposal. The Proposal should provide details of the scope of the intended (or completed) assignment(s) and resulting content of the Work Package and a description of the scope and details of the work they will submit for assessment.

The Proposal must address all of the requirements as described in the *ITIL® Master Proposal Requirements and Scope* document which must be supported by a list of the *ITIL Elements* that will be covered within the assignment.

Candidates may choose to describe more than one assignment in their Proposal and Work Package in order to satisfy the requirements and scope.

### **ITIL Elements**

For the purposes of the ITIL® Master qualification, ITIL Elements are defined as the principles, methods and techniques from each of the ITIL V3 Core Publications or Lifecycle Stages. The ITIL Elements are identified in the ITIL® Master Elements List (MS Excel Spreadsheet) document.

All Elements within the ITIL Elements list are assigned a weight of 1, 2, or 3 and must be selected in line with the guidelines within section 4 of the *ITIL® Master Proposal Requirements and Scope* and the *ITIL® Master Work Package Requirements and Scope* documents.

The purpose of introducing Element Weightings and mandatory selection requirements is to ensure that the candidate has covered sufficient breadth and depth of the principles, methods and techniques across the scope of ITIL, whilst still allowing them the flexibility to choose.

Elements are weighted so that those areas of ITIL which are Core or integral concepts will have a higher weighting than those which are at a lower level and are more specific e.g. composition of the CAB.

### **Submission of the Proposal**

The Proposal can be submitted any time following application and can be submitted before completion of the assignment(s), including planned activities that have not yet been executed, and/or activities that have already been completed.

The Proposal should ideally be submitted at least 14 months before the intended submission date of the Work Package.

Candidates whose Proposal meets the required standard will be invited to proceed to the Work Package stage.

## Stage Three: The Work Package

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The Work Package is the main piece of work within the ITIL<sup>®</sup> Master Qualification and is the body of evidence that candidates provide to meet the criteria for the Qualification.

The Work Package should describe the real-world situation(s) faced and details of how the candidate was able to use their ITIL knowledge and capability to successfully evaluate and apply a solution to that situation, including any innovation.

The Work Package should also detail the benefits which resulted from the implementation or solution to show how core ITIL concepts were applied to provide value to the business as well as to IT.

### Change Request Process

The ITIL<sup>®</sup> Master qualification includes a *Change Request* process, which enables candidates to inform their Awarding Body of any changes to the requirements, scope or objectives of assignment(s) which were “in-progress” at the time their Proposal was submitted and approved.

The *Change Request* will be reviewed by the Assessor Panel to determine if the Work Package would still meet the Requirements and Scope for certification, and candidates will be notified appropriately.

### Completing the Work Package

When completing the Work Package, candidates must ensure that they have addressed all of the requirements described in the *ITIL<sup>®</sup> Master Work Package Requirements and Scope* document and make reference to and incorporate their selected ITIL Elements as listed within the Proposal.

The Work Package can include a description of activities that were performed by the candidate before the ITIL<sup>®</sup> Master Qualification was launched, providing they can meet the requirements.

Where the candidate has performed the work as part of a team, they must clearly state the activities they were individually responsible and the assessment will be performed against these activities only.

### Supporting Documentation

The Work Package should be supported by appendices and supplementary documentation; providing critical evidence of the outcomes or activities of the assignment.

To support the Work Package, candidates are required to provide statements from at least one referee from higher management within each of the organisations benefiting from the assignment(s), to affirm that the claims made. Where it is not possible to obtain references, the candidate must clearly justify why this is the case.

## Submission of the Work Package

Since the Work Package must include a description of the benefits that have been achieved, the Work Package can only be submitted after completion of the assignment(s).

The Work Package will focus on verifying achievement at levels 5 and 6 of Bloom's taxonomy, and will be marked by a minimum of two qualified ITIL<sup>®</sup> Master Assessors against a standard set of marking guidelines which are aligned to the requirements in the *ITIL<sup>®</sup> Master Work Package Requirements and Scope* document.

Candidates whose Work Package meets the required standard will be invited to attend an interview to verify the content of their Work Package with a panel of ITIL<sup>®</sup> Master Assessors.

## Stage Four: The Interview

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This is the final stage of assessment leading to the ITIL<sup>®</sup> Master qualification.

The interview is important for three main reasons:

- To provide the candidate with an opportunity to further explain specific aspects included in their Work Package;
- To provide ITIL<sup>®</sup> Master Assessors with an opportunity to probe the candidates on specific areas of possible weakness in the Work Package;
- To ensure that the Work Package is the candidate's own work.

The interview will also provide the candidates with an additional opportunity to prove their experience and wider ITIL and ITSM knowledge but candidates will not be advised of the questions or topic areas that may be asked during the session itself.

Interviews should be attended within 3 months of completion of the Work Package wherever possible and only one interview will be permitted per candidate. If a candidate is unsuccessful following the interview, they will not achieve the qualification.

### Format of the Interview

The Interview leading to the ITIL<sup>®</sup> Master Qualification will last approximately one hour (60 minutes).

The interview will be conducted virtually with a minimum of two ITIL<sup>®</sup> Master Assessors who, wherever possible, will be the same assessors who marked their Work Package.

The Assessors will ask questions covering a range of the topics related to the Work Package in order to satisfy them that the candidate has met the criteria for this qualification at the appropriate Blooms level.

The questions asked will require candidates to demonstrate their application of the ITIL Elements submitted through the project(s) documented within the Work Package and allows the candidate to elaborate on the detail of their submission. In doing so, candidates will hopefully be able to address any shortcomings in their written submission which may result in them achieving additional marks.