

November Newsletter



Management Consultants

1/11/2018 Edition 4



Lift off for Apollo 13

Last month saw QRB help deliver the ITIL foundation course to some young people on the IT apprentice scheme. Combining the course with an Apollo 13 simulation gave the apprentices a valuable day experiencing a service management environment. This experience was then used on the ITIL course to

aid learning and increase the chances of passing the exam.

Airport Extraction

You know how it is in an airport. Having checked in your bag, progressed through security and you're settling in to wait for your plane. Then your phone rings and its your client

wondering if you can stay for a couple more days!

In a QRB first our consultant then had to extract himself from the airport, so we could respond and help the client.

Always trying to deliver value. #qrbontour



I just wanted to express our absolute delight in learning that both cohorts of learners attending your ITIL courses achieved a 100% pass rate. This is an excellent result and one not matched previously. – Senior Manager, Corporate Services

Next Events

5th Nov – ITIL Foundation

12th Nov – ITIL Service Strategy in Dublin

15th Nov – DevOps foundation in Dublin

19th Nov – PRINCE2 foundation and Practitioner in Dublin

26th Nov – ITIL Foundation in Ireland

3rd Dec – ITIL CSI in Dublin

6th Dec – Elevate your referrals

17th Dec – PRINCE2 Agile Foundation and Practitioner in Ljubljana

For details please contact bookings@qrbmc.com



ITIL 4

Latest developments

Senior consultant Russell Parker looks at the latest news from ITIL 4 due for release in 2019



Release schedule

ITIL 4 will be developed and released in 2019. The material is being developed iteratively with the Foundation module ready for deployment in Q1 2019.

Detailed modules which are similar to the current intermediate level will be released at the end of 2019.

What does it look like?

Axelos are keeping actual details very much confidential for now, however, we have been given permission to publish details of the structure of ITIL 4 and some of the examinable modules.

Foundation

No surprises with the entry level course and qualification.

There will be no bridge exam from the current

version to ITIL 4. You will need to sit an ITIL 4 foundation exam to qualify. Current qualifications will still be valid.

Above Foundation there will be two designations to work towards.

ITIL Managing Professional (MP)

This designation is achieved by passing four exams on the following topics;

- ITIL Specialist – Create, Deliver and Support
- ITIL Specialist – Drive Stakeholder Value
- ITIL Specialist – High Velocity IT
- ITIL Strategist – Direct, Plan and Improve

ITIL Strategic Leader (SL)

This designation is achieved by passing two exams in the following;

- ITIL Strategist – Direct, Plan and Improve
- ITIL Leader – Digital and IT Strategy

Bridging

One thing that has become evident is that the current ITIL guidance is still in ITIL 4 just in a different structure. This means that you do not need to wait until release to learn it as the current ITIL courses are still relevant.

Current ITIL Experts or those with 17 exam credits will have the opportunity to bridge across to the MP designation.

This will be achieved by passing the Managing Professional Transition module.

ITIL Master

There are plans for an ITIL Master designation however the details of this level are still unknown.

Please contact us at enquiries@qrbmc.com for more details