

Das diesem Bericht zugrundeliegende Vorhaben wurde mit Mitteln des Bundesministeriums für Bildung und Forschung unter dem Förderkennzeichen 16OH12021 gefördert. Die Verantwortung für den Inhalt dieser Veröffentlichung liegt beim Autor/bei der Autorin.

GEFÖRDERT VOM



Bundesministerium  
für Bildung  
und Forschung



## ERGEBNISBOGEN EQF-Bewertung

IT-Weiterbildungszertifikat

### > ITIL® Intermediate Certificate (AXELOS) <

Darmstadt, den 10. Mai 2017

Open C<sup>3</sup>S

Median (MD) / Minimum (Min.) / Maximum (Max.) der EQF-Stufen ...

... über alle Teilprozesse und Kategorien

[S. 1; Größe der Auswertungseinheit: N]

... je Kategorie über alle Teilprozesse

[S. 1; Größe der Auswertungseinheit: N]

... je Kategorie in den Teilprozessen

[S. 2 ff.; Größe der Auswertungseinheit: N]

N = Fallzahl; F = davon fehlend

Die nachfolgende EQF-Bewertung wurde durch einen zielprofilerfahrenen Dozenten durchgeführt.

## Zusammenfassende Mediane

**Median in der Gesamtbetrachtung  
der EQF-Stufe über alle Teilprozesse, Kategorien und Fälle**

MD	Min.	Max.	N	F
5	5	5	15	0

**Kategorie "Kenntnisse"  
Median der EQF-Stufe über alle Teilprozesse und Fälle**

MD	Min.	Max.	N	F
5	5	5	5	0

**Kategorie "Fertigkeiten"  
Median der EQF-Stufe über alle Teilprozesse und Fälle**

MD	Min.	Max.	N	F
5	5	5	5	0

**Kategorie "Kompetenz"  
Median der EQF-Stufe über alle Teilprozesse und Fälle**

MD	Min.	Max.	N	F
5	5	5	5	0

**Werte je Kategorie in den Teilprozessen über alle Fälle  
und je Teilprozess über alle Kategorien und Fälle**

<b>Weiterbildungszertifikat</b> entsprechend dem "The ITIL® Intermediate Certificate Syllabus v.5.2-v.5.5"	<b>Erlernte Kompetenzlevel je EQF-Kategorie in den Teilprozessen über alle Fälle</b>
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**Passing your ITIL Managing Across the Lifecycle Exam**

<p>1</p> <p>2 Key concepts of the service lifecycle</p> <ul style="list-style-type: none"> <li>Managing services and service management</li> <li>The service lifecycle</li> <li>Service value across the different stages of the service lifecycle</li> <li>Other key concepts</li> <li>Organizing for service management</li> <li>Risk assessment and risk management</li> <li>Knowledge management</li> </ul> <p>3 Communication and stakeholder management</p> <ul style="list-style-type: none"> <li>Coordination of business relationship management</li> <li>Stakeholder management and communication</li> <li>The value of good communication</li> </ul> <p>4 Integrating service management processes across the service lifecycle</p> <ul style="list-style-type: none"> <li>The integration of service management</li> <li>The impact of service strategy</li> <li>The value of a service lifecycle when designing service solutions</li> <li>The inputs and outputs of processes and stages</li> <li>The value to the business and the interfaces of all processes</li> </ul> <p>5 Managing services across the service lifecycle</p> <ul style="list-style-type: none"> <li>Value creation</li> <li>The service lifecycle as applied to an IT service</li> <li>Risks for an IT service through the lifecycle</li> <li>Identification an assessment of customer and stakeholder needs</li> <li>The service design package</li> <li>Managing cross-lifecycle processes</li> <li>Implementing and improving IT services</li> <li>The challenges, critical success factors and risks</li> </ul> <p>6 Governance and organization</p> <ul style="list-style-type: none"> <li>Governance</li> <li>Organizational structure, skills and competence</li> <li>Service provider types and service strategies</li> </ul> <p>7 Measurement</p> <ul style="list-style-type: none"> <li>Measuring and demonstrating business value</li> <li>Determining and using metrics</li> <li>Design and development of measurement frameworks</li> <li>Monitoring and control systems</li> <li>Use of event management tools</li> </ul> <p>8 Implementing and improving service management capability</p> <ul style="list-style-type: none"> <li>Implementing service management</li> <li>Assessing service management</li> <li>Improving service management</li> <li>Key considerations for implementation and improvement</li> </ul>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">EQF-Kategorien</th> <th style="text-align: center;">MD</th> <th style="text-align: center;">Min.</th> <th style="text-align: center;">Max.</th> <th style="text-align: center;">N</th> <th style="text-align: center;">F</th> </tr> </thead> <tbody> <tr> <td>Kenntnisse</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Fertigkeiten</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Kompetenz</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">0</td> </tr> <tr> <td><b>Über alle Kategorien</b></td> <td style="text-align: center;"><b>5</b></td> <td style="text-align: center;"><b>5</b></td> <td style="text-align: center;"><b>5</b></td> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>0</b></td> </tr> </tbody> </table>	EQF-Kategorien	MD	Min.	Max.	N	F	Kenntnisse	5	5	5	1	0	Fertigkeiten	5	5	5	1	0	Kompetenz	5	5	5	1	0	<b>Über alle Kategorien</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>0</b>
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## Planning , Protection and Optimization

### 1 Introduction to service management

- Best practice
- The ITIL framework
- Service management
- Processes and functions
- Roles
- Planning, protection and optimization within the context of the service lifecycle

### 2 Capacity management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 3 Availability Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

2

### 4 IT Service Continuity Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 5 Information Security Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

2	6 Demand Management																														
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## Service Offerings and Agreements

### 1 Introduction to service management

- Best practice
- The ITIL framework
- Service management
- Processes and functions
- Roles
- Service offerings and agreements within the context of the service lifecycle

### 2 Service Portfolio Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 3 Service Catalogue Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 4 Service Level Management

3

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 5 Demand Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 6 Supplier Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

3	<p>7 Financial Management for IT Services</p> <ul style="list-style-type: none"> <li>Purpose and objectives</li> <li>Scope</li> <li>Value to the business</li> <li>Policies, principles and basic concepts</li> <li>Process activities, methods and techniques</li> <li>Triggers, inputs, outputs and interfaces</li> <li>Information management</li> <li>Critical success factors and key performance indicators</li> <li>Challenges and risks</li> <li>Roles and responsibilities</li> </ul> <p>8 Business Relationship Management</p> <ul style="list-style-type: none"> <li>Purpose and objectives</li> <li>Scope</li> <li>Value to the business</li> <li>Policies, principles and basic concepts</li> <li>Process activities, methods and techniques</li> <li>Triggers, inputs, outputs and interfaces</li> <li>Information management</li> <li>Critical success factors and key performance indicators</li> <li>Challenges and risks</li> <li>Roles and responsibilities</li> </ul> <p>9 Technology and implementation</p> <ul style="list-style-type: none"> <li>Generic requirements for IT service management technology</li> <li>Evaluation criteria for technology and tools</li> <li>Practices for process implementation</li> <li>Challenges, critical success factors and risks</li> <li>Planning and implementing service management technologies</li> <li>Designing technology architectures and management architectures</li> </ul> <p>10 Qualifications</p> <ul style="list-style-type: none"> <li>Overview</li> <li>Foundation level</li> <li>Intermediate level</li> <li>ITIL Expert</li> <li>ITIL Master</li> </ul> <p>11 Related Guidance</p> <ul style="list-style-type: none"> <li>ITIL guidance and web services</li> <li>Quality management system</li> <li>Risk management</li> <li>Governance of IT</li> <li>COBIT</li> <li>ISO/IEC 20000 service management series</li> <li>Environmental management and green and sustainable IT</li> <li>ISO standards and publications for IT</li> <li>ITIL and the OSI framework</li> <li>Programme and project management</li> <li>Organizational change</li> <li>Skills Framework for the Information Age</li> <li>Carnegie Mellon: CMMI and eSCM frameworks 145</li> <li>Balanced scorecard</li> <li>Six Sigma</li> </ul>	<p>EQF-</p> <table border="1"> <thead> <tr> <th>Kategorien</th> <th>MD</th> <th>Min.</th> <th>Max.</th> <th>N</th> <th>F</th> </tr> </thead> <tbody> <tr> <td>Kenntnisse</td> <td>5</td> <td>5</td> <td>5</td> <td>1</td> <td>0</td> </tr> <tr> <td>Fertigkeiten</td> <td>5</td> <td>5</td> <td>5</td> <td>1</td> <td>0</td> </tr> <tr> <td>Kompetenz</td> <td>5</td> <td>5</td> <td>5</td> <td>1</td> <td>0</td> </tr> <tr> <td>Über alle Kategorien</td> <td>5</td> <td>5</td> <td>5</td> <td>3</td> <td>0</td> </tr> </tbody> </table>	Kategorien	MD	Min.	Max.	N	F	Kenntnisse	5	5	5	1	0	Fertigkeiten	5	5	5	1	0	Kompetenz	5	5	5	1	0	Über alle Kategorien	5	5	5	3	0
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## Release, Control and Validation

### 1 Introduction to service management

- Best practice
- The ITIL framework
- Service management
- Processes and functions
- Roles
- Service offerings and agreements within the context of the service lifecycle

### 2 Change Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Managing organization and stakeholder change
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Typical day-to-day activities performed by service operation
- Roles and responsibilities

### 3 Service Asset and Configuration Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Typical day-to-day activities performed by service operation
- Roles and responsibilities

### 4 IT Service Validation and Testing

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 5 Release and Deployment Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Typical day-to-day activities performed by service operation
- Roles and responsibilities

### 6 Request Fulfillment

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities



4	7 Change Evaluation					
	Purpose and objectives					
	Scope					
	Value to the business					
	Policies, principles and basic concepts					
	Process activities, methods and techniques					
	Triggers, inputs, outputs and interfaces					
	Information management	Critical success factors and key performance indicators				
	Challenges and risks					
	Roles and responsibilities					
8 Knowledge Management						
Purpose and objectives						
Scope						
Value to the business						
Policies, principles and basic concepts						
Process activities, methods and techniques						
Triggers, inputs, outputs and interfaces						
Information management	Critical success factors and key performance indicators					
Challenges and risks						
Roles and responsibilities						
9 Technology and implementation						
Generic requirements for IT service management technology						
Evaluation criteria for technology and tools						
Practices for process implementation						
Challenges, critical success factors and risks						
Planning and implementing service management technologies						
Technology for implementing collaboration, configuration management and knowledge management						
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10 Qualifications						
Overview						
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11 Related Guidance						
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Risk management						
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## Operational Support and Analysis

### 1 Introduction to service management

- Best practice
- The ITIL framework
- Service management
- Processes and functions
- Roles
- Operational support and analysis within the context of the service lifecycle

### 2 Event Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 3 Incident Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 4 Request fulfillment

5

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 5 Problem Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

### 6 Access Management

- Purpose and objectives
- Scope
- Value to the business
- Policies, principles and basic concepts
- Process activities, methods and techniques
- Triggers, inputs, outputs and interfaces
- Information management
- Critical success factors and key performance indicators
- Challenges and risks
- Roles and responsibilities

5	7 Service Desk						
	Role						
	Objectives						
	Organizational structures						
	Staffing options						
	Measuring service desk performance						
	Outsourcing the service desk						
	8 Service Operations Functions						
	Functions						
	Technical management						
	IT operations management						
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