

Exam Type (Paper-based & Web-based)		Pre-Requisite	Passing Mark	Length of Exam Time	Results*
v3 Foundation		Can self-study but it is strongly recommended to receive training by an Accredited Training Provider	65%	60 minutes	Exam results in 2 business days after receipt in our office.
v3 Foundation Bridge		Training by an Accredited Training Provider & v2 Foundation Certificate	65%	30 minutes	
Manager Bridge		Training by an Accredited Training Provider & v2 Service Manager Certificate	80%	90 minutes	Exam results within 4-6 weeks after receipt in our office.
v3 Intermediate:					
Lifecycle Module (3 credits each)	Service Strategy (SS)	Training by an Accredited Training Provider & v3 Foundation or v2 Foundation plus Bridge Certificate. A total of 17 credits from the Intermediate Modules must be achieved to take the MALC exam.	70%	90 minutes	Exam results in 2 business days after receipt in our office.
	Service Design (SD)				
	Service Transition (ST)				
	Service Operation (SO)				
	Continual Service Improvement (CSI)				
Capability Module (4 credits each)	Operational Support & Analysis (OSA)				
	Planning, Protection & Optimization (PPO)				
	Release, Control & Validation (RCV)				
	Service Offerings & Agreements (SOA)				
5 Credits	Managing Across the Lifecycle (MALC)	Last of the Intermediate Modules to be taken before ITIL® Expert can be achieved.			
CPDE©	Certified Process Design Engineer	Proof of certification to the Accredited Training Provider prior to training for at least one of the following: ITIL, COBit, MOF or ISO/IEC 20000	65%	90 minutes	Exam results in 2 business days after receipt in our office.

*If the exam is being moderated, exam results within 4-6 weeks after receipt in our office.