

# PeopleCert

All talents, certified.

Delivering millions of exams in over 200 countries

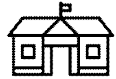


Circles indicate countries in which PeopleCert has administered examinations in 01/2017 – 01/2018. Circle size is relative to the number of examinations.

# PeopleCert at a Glance



5,000,000+ exams delivered to date  
Web & Paper based exams in 25 languages



10,000 exam locations worldwide



Online proctored exams, any place, any time,  
customer service 24/7/365



Delivering exams across 200 countries every  
year



300 full time employees (95% University  
Graduates, 50% with Masters and PhDs)



10,000+ external associates  
(invigilators, supervisors, item writers etc.)



# Our Quality Credentials

## Accreditations:

- ✓ ISO 17024 for Certification of Persons – since 2006
- ✓ ISO 17065 for Certification of Products, Processes and Services – since 2015
- ✓ OFQUAL Recognition as Awarding Body – since 2017

## Certifications by Lloyd's Register UK:

- ✓ ISO 9001 for Quality Management – since 2003
- ✓ ISO 10002 for Customer Satisfaction & Complaints Handling – since 2006
- ✓ ISO 14001 for Environmental Management – since 2006
- ✓ ISO 27001 for Information Security – since 2008
- ✓ ISO 23988 for Use of IT in the Delivery of Assessments – since 2013
- ✓ ISO 22301 for Business Continuity – since 2015
- ✓ ISO 25010 for Software and Systems Engineering – coming soon!

# Comprehensive Portfolio: 500+ Exams and Growing

## Business and IT Qualifications

- AXELOS Best Management Practice (ITIL, PRINCE2, MSP, MoV, MoR, P3O, RESILIA)
- COBIT (ISACA), DevOps (Dev Ops Institute), DMI (Digital Marketing Institute)
- Lean IT (Lean IT Association)
- Lean Six Sigma (IASSC)
- ECDL/ICDL (ECDL Foundation), Quality Software Developer (PeopleCert and SIG)
- Professional Valuers (Appraisers)
- Greek Capital Commission, Tourism Professionals
- Management Systems Professionals (ISO 9001, 10019, 14001, 19011, 20000, 22000, 27000 )
- Other certificates under development

## Language Qualifications

- LanguageCert (PeopleCert acquired all assets and IP of English Language exams from City & Guilds )
  - International English (4 Skills, 6 Levels) , Young Learners, Business English
  - Spanish esPRO, University of Salamanca BULATS (4 Skills, 6 Levels)
  - Turkish TOMER (4 Skills, 5 Levels)
  - Other Languages pending (French, German, Turkish, Greek etc. - 10 Languages by 2020)
- IELTS (Greece, Germany, Cyprus)



# Introduction to the new ITIL

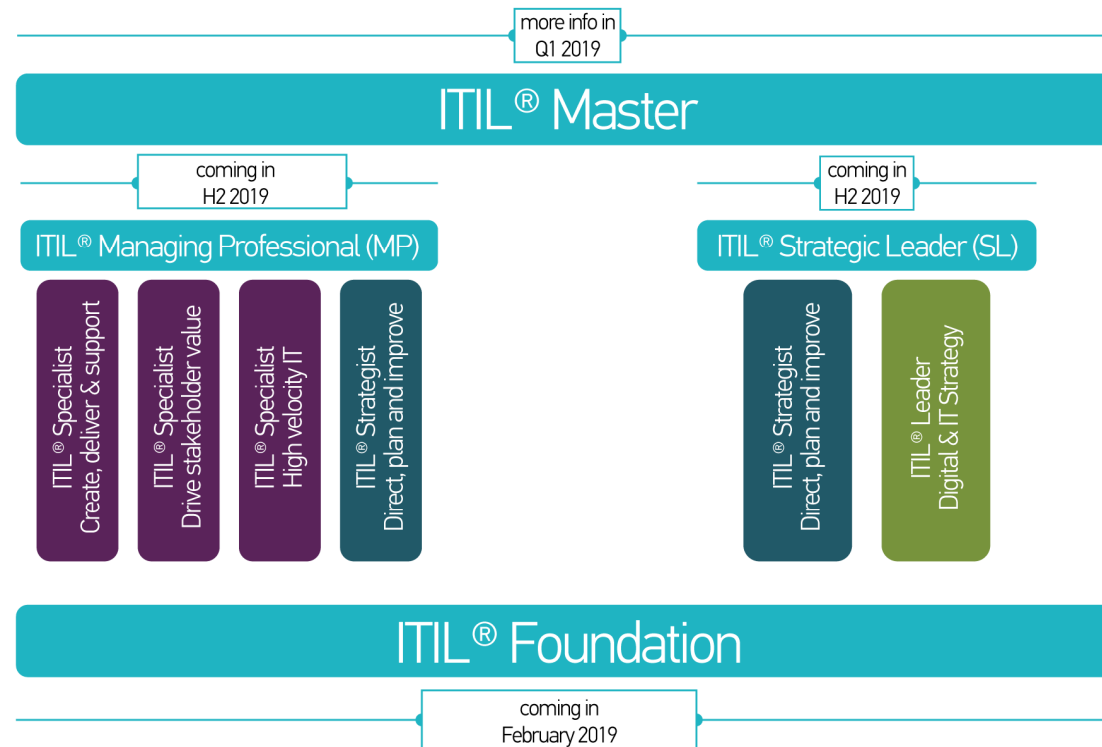
**ITIL<sup>®</sup> 4**



# ITIL 4 is coming!

- ✓ A community and industry-led initiative with contributions from IT experts around the globe
- ✓ Builds on ITIL, providing a tool that supports organisations in digital transformation
- ✓ Encompasses emerging practices, such as Lean, Agile and DevOps
- ✓ ITIL 4 will evolve to provide an end-to-end IT/Digital Operating Model

# ITIL 4 - New certification scheme

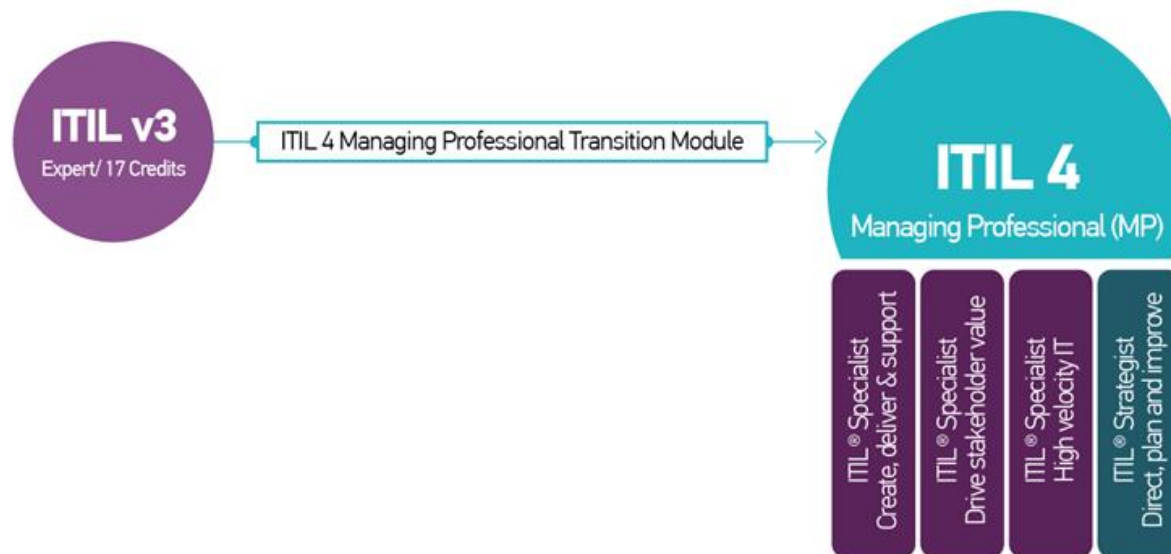


- ✓ Clearer career path for professionals from Foundation to higher levels
- ✓ 2 different streams:
  - ITIL Managing Professional (ITIL MP)
  - ITIL Strategic Leader (ITIL SL)
- ✓ Phasing out: Earliest ITIL v3 discontinuation is June 2020



## ITIL 4 – Transition to new certification scheme

- ✓ No Bridge exam for Foundation
- ✓ Transition module for ITIL Managing Professional: a certified training course and exam that enables ITIL v3 (2011 edition) certified professionals to transition to ITIL 4
- ✓ Pre-requisites:
  - ITIL Expert (v3) certificate, or
  - a minimum of 17 credits from the Foundation and Intermediate/Practitioner modules



# ITIL4 FAQ

## Is there a Foundation Bridge?

No, interested candidates need to take ITIL 4 Foundation

## When will ITIL v3 be discontinued?

The earliest that ITIL v3 will be discontinued is June 2020, but we will confirm the final date with at least 6-month warning

## What about translations?

ItSMF Hungary will support the translation of the glossary and the tests, the translation date is to be agreed

## What has happened to ITIL Practitioner?

It's not in the scheme as a separate designation, but its content is available throughout the scheme; e.g. the guiding principles are already mentioned in ITIL 4 Foundation

## What does ITIL 4 Foundation exam look like?

It is a closed book 40 multiple question exam, Bloom's Level 1 & 2, pass mark: 65%; info available on the syllabus

## Will training be mandatory?

Not for Foundation, only for higher modules; more info to be provided in Q1 2019