IT service management career path

This career path illustrates the potential career progression you can make in IT service management. It recognises the importance of certification and experience, and provides a high level alignment with SFIA*plus* and the Institute's membership grades. This diagram summarises the characteristics and development needs that support your career in IT service management. For a more detailed career path visit **www.bcs.org/servicemanagement**

	SFIA*plus* level	Typical experience	Characteristics of level	BCS professional certification	Development needs	
Fellow	7	15+ years	**Likely to:** be working at executive board level for a large service management company **Typical job titles:** service director **Typical experience:** evidence of acting as director for significant service management function		**Business management experience** **Strategic planning**	
Chartered Professional	6	10+ years	**Likely to:** have full responsibility for a significant service management function **Typical job titles:** service manager/director **Typical experience:** evidence of significant service management experience and leadership	**Once requisite ITIL certifications are completed and enough credits earned, IT professionals are eligible to apply for the ITIL Expert award.** **Chartered Professional is awarded on the basis of knowledge, experience and professionalism**	**Preparation for significant IT management role** **Continued technology lead**	
	5	6-10 years	**Likely to:** manage a service management function and initiate and manage improvements **Typical job titles:** service manager **Typical experience:** evidence of service design or improvement	**Intermediate Certificate in Managing Across the Lifecycle**	**Seek to undertake/develop:** • increased responsibility and authority • increased project management • improve soft and consulting skills **When appropriate, Chartered status and ITIL Expert should be progressed**	
Professional	4	4-7 years	**Likely to:** design service management processes and review activities and performance **Typical job titles:** service management architect **Typical experience:** evidence of service design or installation	**Specialist and intermediate certificates as appropriate:** **Intermediate ITIL Lifecycle or Capability modules** **BCS Specialist certificates**	**Further practitioner and higher certifications** **Seek to undertake:** • management of service management function • wider experience • higher level interaction	
	3	3-4 years	**Likely to:** be fully competent on a service desk and supervise service desk team members **Typical job titles:** service desk lead **Typical experience:** evidence of team leading	**ITIL Foundation Certificate in IT Service Management** **Foundation Certificate in Problem and Incident Management (Kepner Tregoe®)** **ISO/IEC 20000: IT Service Management Foundation Certificate**	**Practitioner certificates** **Seek to undertake/develop:** • team leader role • wider experience/expertise in specialist areas • service design knowledge	
Associate	2	1-2 years	**Likely to:** be fully competent on a service desk **Typical job titles:** service desk support **Typical experience:** full competence on service desk	**Institute membership provides services and benefits to support your career development**	**Foundation certifications** **Seek to undertake/develop:** • team leader role • wider experience • expertise in specialist areas	
	1		**Likely to:** operate on a service desk **Typical job titles:** service desk trainee **Typical experience:** evidence of working on service desk	**Review SFIA*plus* for guidance on developing your career ahead of taking specific certifications**	**Seek to gain experience in operating organisational processes for a service desk**	

Career starting point

Your career progression

Career transitions

As you progress along a particular career path, you are likely to develop interests and experience in other areas of IT and, having gained the necessary competencies, you may wish to change the direction of your career.

The typical and possible transitions into and out of this career path are indicated below.

Typically:
• Solution development
• Software testing

Possibly:
• Project management and support (PPSO)
• IT management
• IS consultancy
• Software asset management
• Information security

The following certifications will help you develop your knowledge for more senior roles in IT service management, or in preparation for a transition to another career path:

Foundation
• Green IT
• Systems Development
• Software Testing
• Information Security

Other industry professional certifications are available and will be relevant to you as your career progresses.

IT service management

Successful service management is a crucial requirement in today's fast-paced IT dependent organisations. Employers are under pressure to increase productivity while reducing costs, and effective service management is the key to delivering an efficient and reliable service.

IT service management and ITIL certifications

Through the Institute's IT service management and ITIL certifications, IT professionals learn how to deliver, support and manage IT services in an effective and efficient way.

Foundation	ITIL – IT Service Management Kepner Tregoe® ITSM in Problem and Incident Management
Specialist certifications	Service Desk and Incident Management Change Management Service Level Management Business Relationship Management Problem Management Supplier Management ISO/IEC 20000: IT Service Management

Our Specialist certifications focus on a single IT service management process, providing detailed information about how the particular process operates within an organisation.

They are endorsed as ITIL Complementary Products and each attract 1.5 credits towards the ITIL Expert award. They draw on a broad range of best practice in IT service management including ITIL, COBIT®, ISO/IEC 20000 and SFIA/SFIA*plus*.

Intermediate	ITIL Lifecycle modules ITIL Capability modules ITIL – Managing Across the Lifecycle

Once requisite ITIL certifications have been successfully completed and enough credits earned, IT professionals are eligible to apply for the ITIL Expert award.

THE BENEFITS

For service management professionals
- Available at all levels so you can demonstrate your knowledge as your career progresses
- Industry relevant and mapped directly to SFIA*plus* – highly relevant to your career path
- Specialist certificates provide recognition for job specific skills and knowledge
- Internationally recognised
- BCS membership available supporting self-initiated professional development

For employers
- Industry-relevant certifications to support your organisation
- Employees gain skills that increase their value to the business
- Knowledge can be instantly applied to improve current processes and working practices
- Aligned with SFIA*plus* providing a clear development path
- Supports your organisation to retain, motivate and recruit the best people in service management

For training providers
- Opportunity to develop complete portfolio of service management training courses
- Specialist certifications provide follow on course options for Foundation candidates
- Access to a global market which recognises professional certifications from the Institute
- Institute endorsement for your business
- Examinations available online enabling detailed analysis of results and trends

Find out more at
www.bcs.org/servicemanagement

About BCS, The Chartered Institute for IT

Our mission as BCS, The Chartered Institute for IT, is to enable the information society. We're championing the global IT profession by giving practitioners the professional development and career support they deserve.

Through our extensive certifications and professional development portfolio, we continue to set professional standards and raise levels of competence and professionalism in the industry. As the professional body for IT, we've an unrivalled insight into the industry and are ideally placed to guide IT professionals through their career and provide employers with expertly trained employees that add real value to their business.

Become a BCS Accredited Training Partner

The ITIL approach to IT service management has been adopted around the world with thousands of candidates sitting ITIL exams every month. Don't miss out on this global opportunity – become part of our international network of training providers and enjoy the benefits that the Institute's endorsement can bring to your business. You must be accredited by us to deliver our certifications so apply for accreditation today.

www.bcs.org/trainingpartner

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