



DF CERTIFIERING AB

Information for training organisations interested in ITIL®



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1. Introduction

DF Certifying (DFC) accredits training providers in order to ensure the quality of the educational programs and trainers they provide. The purpose of this document is to give a short presentation of being accredited by DFC, how to become an Accredited Training Organisation (ATO) for ITIL® and the main actors of the ITIL family.

Being an Accredited Training Organisation ensures a high quality level and you show your students your commitment to their education, your ability to help them reach their full potential and how to get the internationally known ITIL certificate.

An accreditation by DFC proves your interest of professional guidance and supervision of the students in their preparation for ITIL examinations. To be an accredited training organisation by DFC means you are a member of ITIL. Forum and your organisation, courses and trainers have passed a strict accreditation process made by independent highly qualified professionals.

2. Why become an Accredited Training Organisation for ITIL?

Being an Accredited Training Organisation (ATO) vouches for high quality standards and genuine knowledge within the trainers subjects. Being an ATO gives the training organisation the right to use the ITIL trademark. It is only an Examination Institute such as DFC, who holds the right to grant a license. The assessment of the technical competence and integrity of organisations delivers benefits to three groups of stakeholders;

- Organisations and individuals can reduce their risk and save time and cost when selecting accredited suppliers.
- Individuals and organisations can be confident that accredited companies' products and services have been independently assessed by independent experts to ensure a consistent and high quality service.
- Accredited providers have objective proof that they comply with best practice.
- Certified individuals can demonstrate their technical knowledge and experience
- Certified individuals get an internationally proven certification.

We believe that accreditation, certification and qualifications are growing in importance globally, as more organisations and individuals seek to demonstrate their capability and competence.

3. DF Certifying AB – your Examination Institute

3.1 *What is an Examination Institute?*

Examination Institute is an accredited organisation, which have the right to accredit training organisations and trainers for ITIL courses. An ITIL Examination Institute follows the regulations and standards set by OGC and APM Group. The Examination Institute also delivers tests and certifies within the ITIL educational area.



3.2 Why DF Certifying?

- DF Certifying is a small but fast organisation with closeness to AMP Group, which enables fast decisions and direct influence.
- DFC continually works to bring success to both parties, creating a seamless delivery chain between the standard owner and the candidates taking the qualification.
- DFC operates close to the local ITIL market: The expert panel consists of highly qualified ITIL-experts coming from user organisations.
- DFC cares about our partners interest and takes pride in our work to include our partners in our decision making process.
- ITIL Forum gives the advantage of active members and their participation in the development of and influences on certification materials and process. All ATO's are offered a place in ITIL Forum, DFC:s platform where new ITIL regulations and requirements are discussed.

3.3 Translation of dictionary and materials

The translations are managed by APM Group, supervised by DF Certifying and being carried out by professional translators and finally reviewed by two independent parties with deep knowledge within ITIL. itSMF Sweden is in charge of any translations of ITIL dictionaries into Swedish. The right to approve all ITIL dictionaries lies with itSMF International. It is the approved and official dictionary that is the foundation of any other translations, regardless if it's training material, syllabus or tests that is being translated.

3.4 About DF Certifying AB

Dataföreningen decided to create the affiliate DF Certifying AB in the fall of 2005. DF C is a part of Dataföreningens launch to supply different forms of global occupational certifications within the area of IT. First out are the certificates in IT Infrastructure Library, ITIL.

4. How to become Accredited Training Organisation, ATO

To become Accredited Training Organisation DF Certification does an evaluation of your company. The evaluation is carried out with regards of three differing areas; the Company finance and quality system, having good qualified training materials.

4.1 The accreditation process

The first step in the accreditation process is the application. At DFC's official website you will find all necessary documents and forms. The accreditation is a process in three steps; first DFC asks the Training organisation to present the required documentation for assessment. The application shall include a quality management system in accordance with standards



ISO 9001, ISO 17024 and ENG 45011. The organisation should also have documentation ensuring financial solvency, trainer requirements and course materials and administrative routines. When the documentation is complete it's reviewed by the Expert panel.

Secondly, the expert panel gives a recommendation for the continuance of the application process. Either they recommend immediate accreditation, compliments to the existing application or the recommendation to start all over again. This however, is only recommended in those cases where the application is incomplete and the applying training organisation is not in a position to meet the DF C standards for an ATO.

The third step is signing the contract, which binds the new ATO to comply with the quality standards and regulations set by DFC and APM Group.

4.2 Trainer qualification

The following outlines the basic requirements for trainers of the various stages within the official ITIL accredited training program. In order to be accredited as an ITIL Trainer, each applicant must:

- Have a minimum of 9 credits in the ITIL Qualification Scheme.
- Hold the ITIL Expert Qualification if teaching any level higher than Foundation
- Have a minimum of 3 years practical experience in IT Service Management
- Demonstrate the ability to manage, run and deliver training courses
- Have a minimum of 10 days experience delivering classroom based ITIL training (this could be as "trainer under instruction")

Additional requirements for specific courses may be needed.

4.3 Inspection and quality guarantee

DFC will carry out inspections of all ATO's every three year to ensure the quality standards and to maintain high standards of the education that is carried out by the ATO's. Once every third year the accreditation will be renewed.

4.4 Detailed information about the process

Detailed information of the process and needed documentations can be found at the website www.dfcertifying.se