

Role	Recommended Capability Courses				Recommended Lifestyle Courses				
	OSA	PPO	SOA	RCV	SS	SD	ST	SO	CSI
<b>Operations / Live Service</b>									
Service Desk Management	x	x						x	
Service Desk Team Leader / Analyst	x							x	
Desktop Support	x	x		x				x	
Applications and Hardware Support	x					x		x	
Data Center Management	x	x		x		x	x	x	
Data and Networks / Operations Managers	x	x				x	x	x	x
Network Operations	x	x		x				x	
Server Support and Administration	x	x		x				x	
<b>Design / Development</b>									
Development and Engineering		x		x		x		x	x
Development, Testing and QA Managers		v		v		v	v		v
Testing / QA Team Leader / Analyst				x		x	x		
Process and Procedure Engineers		x	x			x	x	x	x
Application Developers and Managers	x		x			x	x	x	x
Technical Authors / Process Authors	x	x		x		x			x
<b>Project / Program Management &amp; Administration</b>									
Program and Project Management		x	x		x	x			x
Project Managers			x	x		x	x		x
Project Controllers			x	x		x			x
QMS Managers		x	x			x			x
<b>Management and Business Development</b>									
Account Management			x		x	x			x
Financial Management			x		x				
Supplier Management			x			x		x	
Business Development and Capture Managers			x		x	x			
Service Delivery Managers		x	x		x	x			
<b>Service Management and Service Protection</b>									
Change and Configuration Management				x			x		
Asset Management				x			x		
Security and Information Assurance	x	x		x		x		x	
Metrics and Measurement	x		x			x		x	x

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**ITSM.Zone**

This matrix shows the ITIL Intermediate qualifications that will be suitable for some of the common IT roles. If you've got any questions about the right intermediate training for you, contact [support@ITSM.Zone](mailto:support@ITSM.Zone)

**Key**

- OSA** Operational Support and Analysis
- PPO** Planning, Protection and Optimisation
- SOA** Service Offerings and Agreements
- RCV** Release, Control and Validation
- SS** Service Strategy
- SD** Service Design
- ST** Service Transition
- SO** Service Operation
- CSI** Continual Service Improvement

Further information can also be found at the ITIL Official Site, including the ITIL Credit Profiler: [www.axelos.com](http://www.axelos.com)

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