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PROFESSIONAL QUALIFICATION SCHEME

ITIL® PRACTICES FOR SERVICE MANAGEMENT

THE ITIL MASTER QUALIFICATION

PROPOSAL REQUIREMENTS AND SCOPE

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THE ITIL MASTER QUALIFICATION PROPOSAL REQUIREMENTS AND SCOPE

Purpose

The purpose of this document is to inform candidates who have applied or are considering an application for the ITIL Master Qualification of the Requirements and Scope that must be covered by the ITIL Master Proposal.

Candidates who wish to achieve the ITIL Master Qualification certificate must read this document in order to complete and submit a valid Proposal for assessment. Candidates should also refer to the ITIL Master Qualification Candidate Guidelines, specifically the “Documentation required” section.

ITIL Master Qualification Overview

The ITIL Master Qualification Certificate validates the capability of the candidate to apply a range of selected principles, methods and techniques from ITIL (referred to as the ‘Elements’) in the workplace. The candidate selects the Elements from a weighted list.

To achieve the ITIL Master Qualification the candidate must be able to explain and justify how they selected and applied their selected Elements in one or more practical assignments, using supporting management techniques, to achieve desired IT and business outcomes.

Each assignment should consist of a significant ITSM project undertaken by the candidate that involves the planning, implementation and operation of multiple Elements selected from two or more stages of the ITIL service lifecycle.

The assignments will be presented in a Work Package that addresses all of the requirements of the qualification and provides supporting evidence.

The overall Work Package must include Elements from all five ITIL service lifecycle stages.

The mandatory stages for achieving the ITIL Master qualification are as follows:

1. Registration with a Licensed Examination Institute (EI)
2. Application Completion

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3. Submission of a Proposal outlining:
 - a. the real life situation to be addressed, and
 - b. the Elements of ITIL to be applied to the situation
4. Preparation and submission of a Work Package for assessment
5. Attendance at an interview to support the Work Package assessment

For full details on each of the stages, please refer to the Candidate Guidelines Document.

The ITIL Master Proposal

The Proposal is the third mandatory stage towards achieving the ITIL Master qualification following Registration and Application, and must be completed by all candidates who are seeking ITIL Master Certification.

All Proposal submissions are subject to assessment by the ITIL Master Assessor Panel.

This Proposal Requirements and Scope document has the following four (4) sections:

1. Pre-requisite Entry Criteria and Eligibility for Proposal Submission and Assessment
2. Proposal Format and Scope
3. Proposal Requirements Section
4. Proposal Elements Selection

Requirements Section 1: Pre-requisite Entry Criteria and Eligibility for Proposal Submission and Assessment

To submit a Proposal for the ITIL Master Qualification, the candidate must have met the following pre-requisites:

- Registered with an Examination Institute and paid the correct fee in full
- Completed their Application in full
- Received notification from the Official ITIL Accreditor that their Application has been accepted.

To ensure eligibility for assessment for the ITIL Master Qualification, the candidate must do the following:

- Prepare a Proposal according to the requirements within this document
- Provide a declaration that the Proposal is their own work and agree to the Terms and Conditions of the Qualification assessment.

Candidates should refer to the ITIL Master Candidate Guidelines alongside the following sections of this document, for further information on completing their Proposal.

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Requirements Section 2: Proposal Scope

This section specifies the requirements for the format and scope of the Proposal

Candidates should refer to the ITIL Master Candidate Guidelines document for further information.

Item Reference	Requirement	Guidance
SCOPE1:	The assignment(s) can be conducted for an individual organisation, multiple organisations, or the service management community as a whole. The candidate does not need to be an employee of the organisation(s) concerned.	The candidate may be part of a team conducting the assignment, but must have responsibility for the activities that will be used in the scope of their Work Package.
SCOPE2:	The assignment(s) can be defined by the candidate, or by the higher management within the the organisation(s).	The proposal must state who defined the assignment
SCOPE3:	The Proposal may contain information from activities performed before the ITIL Master Qualification scheme was launched, provided that the Requirements in this document are met.	If the activities were performed before the current publication of ITIL, the candidate must use appropriate terminology from the current version of ITIL in their Proposal.
SCOPE4:	References should be used to attribute material written by others from any external source, where used to support the candidate's own work; however these must be clearly attributed in the Proposal.	Candidates should adopt a internationally recognized referencing style to identify and attribute material from external sources. <i>See ITIL Master Candidate Guidelines for further information.</i>
SCOPE5:	The Proposal should be between 1,000 and 1,500 words in length. Line spacing must be single. Candidates must submit their Proposal on the ITIL Master Proposal Form.	<i>See ITIL Master Candidate Guidelines for further information.</i>
SCOPE6:	All of the text in the body of the Proposal must be the candidate's own words and reproduction from the ITIL Core Guides should be avoided. Candidates are permitted to reuse diagrams from the Core ITIL texts and other publications if they are relevant to the evidence being presented and are correctly referenced.	<i>See ITIL Master Candidate Guidelines for further information.</i>

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Requirements Section 3: Proposal Requirements

This section specifies the requirements of the Proposal. All of the items in this section must be addressed by the candidate.

Candidates should refer to the ITIL Master Candidate Guidelines document for further information.

Item Reference	Requirement	Guidance
REQ1:	The candidate must clearly describe the characteristics of the organisation(s) benefiting from the assignment(s).	This must include information on each of the size, geographical locations, general structure, and culture of the parts of the organisation(s) involved in and benefiting from the assignment(s).
REQ2:	The candidate must clearly describe one or more practical assignments that have been or will be executed to achieve one or more required business outcomes , commensurate with the requirements of the ITIL Master qualification.	<p>This is effectively the mandate for carrying out the work.</p> <p>It is strongly recommended that candidates describe no more than 4 assignments in their Work Package.</p> <p>The candidate should select assignments that enable them to demonstrate their capability to adopt, adapt, justify, and apply the selected principles, methods and techniques from ITIL® to achieve tangible business and IT outcomes in real-life workplace situations.</p> <p>The assignments should also enable the candidate to demonstrate their capability to innovate.</p> <p>The candidate should state who defined the assignment(s).</p> <p><i>Further guidance and examples of the types of assignment which are appropriate are in development and will be added to the ITIL Master Candidate Guidelines*</i></p>
REQ3:	The candidate must clearly describe the desired business outcomes and requirements for each assignment.	The desired business outcomes and requirements must be of significant importance to the business, not just to IT.

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REQ4:	The candidate must clearly describe their role(s) in the assignment(s) , stating the activities where they are both responsible and actively involved in the delivery .	The Proposal must explicit state the candidate’s responsibilities in the assignments. Where the work was, or will be performed as part of a team, candidates must clearly state the activities that they are individually responsible for.
REQ5:	The candidate must clearly present the information provided in the Proposal.	Chapter and section headings should be used appropriately. Candidates should adhere to the guidance regarding word count and use of the correct templates.

Requirements Section 4: Elements Selection

Candidates must refer to the accompanying ITIL Master Elements document in order to complete this section of the Proposal.

This mandatory section of the Qualification requires the candidate to specify which of the principles, methods and techniques from ITIL that they will apply (or applied) in their assignment(s).

The term 'Elements' is used to encompass these principles, methods, and techniques.

The candidate must ensure that they select the required number and coverage of Elements from each of the relevant categories, meeting the requirements listed below. All of these Elements must then be applied in their assignment(s).

Once a Proposal has been accepted, the Elements cannot be changed without approval from the Accreditor via the Change Request Process. Please see the Candidate Guidelines for further information on this process.

The following table details the requirements for selecting the Elements:

	Requirement	Guidance
Number of ITIL Elements to be selected	<p>The number of Elements selected for application in the assignments and described in the Proposal and Work Package must be between 10 and 20.</p> <p>Where the Proposal/Work Package includes multiple assignments, this total applies to the Proposal/Work Package overall, and not to each individual assignment.</p>	<p>Other Elements may be described but may not be marked in the subsequent assessment of the Work Package.</p> <p>It is strongly recommended that candidates use no more than 4 assignments. If more than 4 are required this needs to be checked with the Assessors and requested as an exception.</p>
Coverage of ITIL Core Lifecycle Stages	<p>At least one Element must be selected from each of the ITIL Core Lifecycle Stages.</p>	<p>Other Elements may be from any Lifecycle stage, as appropriate to the assignment/s.</p>

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<p>Element weighting selection requirements</p>	<p>Elements must be selected in line with the following weighting requirements:</p> <ul style="list-style-type: none"> • There must be at least two elements weighted at 3 • There must be at least three elements weighted at 2 • There must be at least three elements weighted at 1 • There must be at least one Element at level 2 or 3 from each Lifecycle stage 	<p>Remaining Elements, up to the maximum of 20, can be any weighting depending on the assignment(s)</p>
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