


SFI <i>Aplus</i> Level	Typical Experience	Characteristics of SFI <i>Aplus</i> Level	Professional Development & Certification	Development Needs	Career Transition
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	Pink Elephant's Annual International ITSM Conference	Business management experience Strategic planning	<p>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.</p> <p>Typically:</p> <ul style="list-style-type: none"> • Solution development • Software testing <p>Possibly:</p> <ul style="list-style-type: none"> • Project Management and Support (PPSO) • IT management • IS consultancy • Software Asset Management • Information Security <p>Other industry professional certifications are available and will be relevant to you as your career progresses.</p>
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	Pink Elephant's Annual International ITSM Conference Once requisite ITIL certifications are completed and enough credits earned, IT professionals are eligible to apply for the ITIL Expert award.	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	ITIL Intermediate Certificate in Managing Across the Lifecycle Leadership for IT Service Management PRINCE2 Foundation/Practitioner Professional Cloud Service Manager ABC of ICT	Seek to undertake/develop: <ul style="list-style-type: none"> • Increased responsibility and authority • Increased project management • Improve soft and consulting skills When appropriate ITIL Expert should be progressed	
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 ITIL Intermediate certificates as appropriate: ITIL Intermediate ITIL Lifecycle and/or Capability modules	Further practitioner and higher certifications Seek to undertake: <ul style="list-style-type: none"> • 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, Senior SD Analyst, Technical Support Typical experience: evidence of team leading, problem solving	ISO/IEC 20000: IT Service Management Foundation Certificate COBIT Foundation Service Desk Manager	Practitioner certificates Seek to undertake/develop: <ul style="list-style-type: none"> • Team leader role • Wider experience/expertise in specialist areas • Service design knowledge 	
2	1-3 Years	Likely to: be fully competent on a service desk Typical job titles: Service Desk Analyst Typical experience: full competence on service desk	ITIL Foundation Certificate in IT Service Management Polestar/Apollo13 Business Simulation	Foundation certifications Seek to undertake/develop: <ul style="list-style-type: none"> • 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	Service Desk Analyst	Seek to gain experience in operating organisational processes for a service desk	