

Statement on the Availability of Translated Examinations to the New ITIL[®] V3 Foundation and Foundation Bridge Certificate Syllabuses in IT Service Management

Following the review of the ITIL V3 Foundation and Foundation Bridge syllabuses and the release of the new documents in January 2009 for the new syllabuses and exams to go live in English on 01 May 2009, work has been underway on translating the syllabuses and exams into several languages.

Translators are completing work on all new syllabuses and examination questions for live or pilot exams for the Foundation v4.2 and Foundation Bridge v4.1 syllabuses in the following languages:-

- French
- Danish
- German
- European Spanish
- Latin American Spanish
- Japanese
- Italian
- Brazilian Portuguese
- Dutch
- Swedish
- Korean
- Hungarian
- Chinese
- Arabic
- Polish

Concerns have been raised regarding the following issues in relation to the availability of non-English courses and exams:-

- Sufficient time to complete full quality reviews of translations
- ATOs delivering courses in the above languages may not have sufficient time to update their materials
- Students completing self-study and planning to take the exam in any of the above languages may not have sufficient time to review the new syllabuses and practice on the new sample papers
- All exams may not be available via all delivery channels

In light of these concerns a number of decisions have been made in relation to the release dates for the new revised "ITIL V3 Foundation Certificate Syllabus v4.2" and "ITIL Foundation Bridge Certificate Syllabus v4.1".

We therefore confirm:-

- 1) The **release date of 01 May 2009** is for **English Courses and Exams Only**.
- 2) The majority of **translated syllabuses and sample papers** will be available from **01 May 2009**.
- 3) **All translated examinations** for the Foundation and Foundation Bridge qualifications to **the new syllabus** will be made available **on Monday 06 July 2009** for all the above languages.