

Exam requirements

IT Service Management Practitioner: Agree & Define (based on ITIL®) (IPAD.EN)

Publication date	01-12-2009												
Start date	01-12-2006												
Summary	The examination IT Service Management Practitioner: Agree & Define (based on ITIL®) tests the essential elements required to qualify as a professional who specializes in the Agree & Define processes. The examination covers the Service Level Management and Financial Management processes.												
Target group	The examination for the Practitioner's Certificate in IT Service Management: Agree & Define (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing the operations of the Agree and Define processes in an IT Service Organization which has implemented, or started to implement, ITIL® based Agree and Define processes. The target group consists of operational staff and managers wishing to extend their planning, monitoring and optimizing skills, to activities in Service Level Management and Financial Management for IT Services.												
Context	The Practitioner's Certificate in IT Service Management: Agree & Define (based on ITIL®) is part of the ITIL® certification structure.												
Prerequisites	Before taking the IT Service Management Practitioner: Agree & Define (based on ITIL®) exam candidates must have undertaken training with an EXIN-accredited training provider and successfully completed the practical assignments. The Foundation Certificate in IT Service Management (based on ITIL®) is also a prerequisite.												
Practical assignment	The candidate should successfully have completed the practical assignments.												
Examination details	<table><tr><td>Examination type:</td><td>Computer-based multiple-choice</td></tr><tr><td>Time allotted for examination:</td><td>120 minutes</td></tr><tr><td>Number of questions:</td><td>40</td></tr><tr><td>Pass mark:</td><td>65 % (26 out of 40)</td></tr><tr><td>Open book:</td><td>no</td></tr><tr><td>Electronic equipment permitted:</td><td>no</td></tr></table>	Examination type:	Computer-based multiple-choice	Time allotted for examination:	120 minutes	Number of questions:	40	Pass mark:	65 % (26 out of 40)	Open book:	no	Electronic equipment permitted:	no
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Sample questions	A sample exam is available through your Accredited Training Provider.												

Exam requirements

1. Managing the Service Level and Financial Management processes
2. Organizing the Service Level and Financial Management processes
3. Optimizing the Service Level and Financial Management processes

Specification of the exam requirements

1. Managing

The candidate can plan the key activities in the Service Level Management and Financial Management processes.
The candidate can plan the exchange of appropriate information relevant to managing of the Agree and Define processes.
The candidate can initiate actions to ensure the key activities in the Agree and Define processes meet the objectives set.
The candidate can report on the effectiveness and efficiency of the activities in the Agree and Define processes.

2. Organizing

The candidate can organize the exchange of appropriate information with other processes.
The candidate can organize the exchange of appropriate information with customers, end-users and suppliers.
The candidate can develop and maintain the procedures of the Agree and Define processes.
The candidate can define IT Services and maintain the Service Catalog.
The candidate can prepare the negotiation, agreement and maintenance of various agreements (SLA, OLA, UC).
The candidate can participate in the budgeting activity.
The candidate can participate in the development of the IT Accounting System.
The candidate can participate in the development of the Charging System.
The candidate can participate in the creation of the financial reports.

3. Optimizing

The candidate can monitor and optimize the Agree and Define processes.
The candidate can propose service and process improvements, based on results of monitoring and/or reviews.

The candidate can plan and conduct audits of the Agree and Define processes.

The candidate can manage the ongoing financial operations and performance.

The candidate can participate in ongoing service management through the service review meetings.

Glossary of Terms

In this section you will find the concepts that can be applied in the examination, listed by examination requirement.

Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

1 Managing the Agree and Define processes

1.1 Plan key activities (in alphabetical order)

- Accommodation costs/Facility costs
- Asset
- Average cost
- Billing cycle
- Budget
- Capital costs
- Chargeable item
- Charging policy
- Cost
- Cost center
- Cost Elements
- Cost models
- Cost Types
- Cost unit
- Cost variance
- Cost-plus
- Customer based Service Level Agreement
- Dependencies
- Depreciation
- Depreciation Methods: Straight Line, Declining Balance, Usage
- Direct costs
- External Service costs
- Feasibility study
- Fixed costs
- Fixed price
- Going rate
- Hardware costs
- Indirect costs
- IT Infrastructure
- Market price
- Multi-level SLA

- Operational costs
 - Operational Level Agreement (OLA)
 - Organization
 - People costs
 - Pricing method
 - Project plan
 - Return on capital employed (ROCE)
 - Return on Investment (ROI)
 - Revenue variance
 - Service
 - Service based Service Level Agreement
 - Service Catalog
 - Service Improvement Program (SIP)
 - Service Level Agreement (SLA)
 - Service Level Requirement (SLR)
 - Service review
 - Service review meeting
 - SLA Monitoring (SLAM) chart
 - SLA structure
 - Software costs
 - Standard rate
 - Tools
 - Total Cost of Ownership (TCO)
 - Training
 - Transfer costs
 - Underpinning Contract (UC)
 - Uplift
 - Variable costs
 - Variance
- 1.2 Exchange information between processes
- IT Financial Manager
 - Service Level Manager
- 1.3 Initiate actions to meet objectives
- Plan
 - Do
 - Check
 - Act
- 1.4 Report on effectiveness and efficiency
- Key Performance Indicator (KPI)

2 Organizing the Agree and Define processes

- 2.1 Organize the exchange of appropriate information with other processes
- Benefit
- 2.2 Organize the exchange of appropriate information with Customers, End-users and Suppliers
- Customers
 - End-users
 - Projected Service Availability (PSA)
 - Service Level Requirements (SLR)
 - Suppliers

- 2.3 Develop and maintain the procedures of the Agree and Define processes
 - Capabilities
 - Implementation
 - Monitoring
 - Planning
 - Report
 - Review
 - Service catalog
 - SLA structures
- 2.4 Define IT Services and maintain the Service Catalog
 - Define
 - Service
 - Service catalog
 - System
- 2.5 Prepare the negotiation, agreement and maintenance of various agreements (SLA, OLA, UC)
 - Accomplishments
 - Agreement
 - Draft
 - Maintenance
 - manage
 - Monitor
 - negotiate
 - Operational Level Agreement (OLA)
 - Report
 - Service Level Agreement (SLA)
 - Underpinning Contract (UC)
- 2.6 Participate in the budgeting activity
 - Budget
 - Budget items
 - Estimating
 - Workload
- 2.7 Participate in the development of the IT Accounting System
 - Apportioning
 - Business Perspective
 - Changes affecting costs
 - Cost calculations
 - Cost Models
 - Cost Types
 - Cost Units
 - Cost-by-customer
 - Cost-by-service
 - Depreciation methods
 - Financial Cycles
 - Investment appraisal
 - Profit Centers
 - Total Cost of Ownership (TCO)
- 2.8 Participate in the development of the Charging System
 - Billing
 - Chargeable Items

- Charging policies
 - Differential charging
 - Pricing
 - Pricing flexibility
 - The internal market
 - Variable costs and charges
- 2.9 Participate in the creation of the financial reports
- Accounting reports
 - Annual plans
 - Balance sheet
 - Budget
 - Charging reports
 - Cycles
 - Data analysis
 - Data collection

3 Optimizing the Agree and Define processes

- 3.1 Monitor and optimize the Agree and Define processes
- Financial Management tools
 - Service Level Management tools
- 3.2 Propose improvements
- Audit
 - Review
- 3.3 Plan and conduct audits
- Review and auditing meeting
 - Working instruction
- 3.4 Manage the ongoing financial operations and performance
- Auditing the systems
 - Change Management
 - Cost variance
 - Dealing with variances
 - Management reporting
 - Ongoing operation
 - Ongoing planning
 - Revenue variance
 - Service level issues
 - Workload variance
- 3.5 Participate in ongoing service management
- Achievements
 - Objectives
 - Recommendations
 - Service review
 - Targets

Remarks

To avoid repetition, terms have usually been listed under the first examination specification where they are used.

Abbreviations that are used in the Service Support book and Service Delivery book that could also be used in examination questions have been placed in brackets.

All terms in the glossary of terms in the IT Service Management Foundation Service Document may be used in questions for the Practitioner Agree and Define examinations. Those which specifically belong to the domain of the Service Level Management or Financial Management processes have been included in the list above, even if they also appear in the Foundation glossary.

Some terms in the above list are simply used in the Service Delivery book and are not defined. The candidate should recognize these terms and know how they are used. The candidate will not be asked for a precise definition.

Literature

ITIL Service Delivery

Norwich/London: OGC/TSO, The Stationery Office, 2001
ISBN 0113300174

The exam

Referral to literature and notes is **not** permitted.

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