

Exam requirements

IT Service Management Foundation (based on ITIL®) (ITILF.EN)

Publication date	01-12-2009										
Start date	03-02-1998										
Summary	<p>The examination IT Service Management Foundation (based on ITIL®) tests the processes involved in the management of IT infrastructures. The examination covers the essential elements of ITIL®. Candidates are made aware of the importance of IT Service Management and the systematic approach of ITIL®. IT Service Management according to ITIL® adopts a process-based approach to the IT organization. Candidates get an idea of the meaning of a service-oriented method of working and the coherence and relationships between the ITIL® processes. Candidates will also learn the basic concepts involved in these processes. This provides candidates with sufficient information to anticipate and participate accurately in the change processes involved in the (partial) implementation of ITIL® in an organization.</p>										
Target group	<p>The examination for IT Service Management Foundation (based on ITIL®) is intended for:</p> <p>Employees involved in IT infrastructure management who are required to work within processes that are, or will be, organized according to ITIL®.</p> <p>Candidates who wish to progress further to the Practitioner's or Manager's Certificate in IT Service Management or to certification in the area of ISO/IEC 20000. The Foundation Certificate in IT Service Management is a prerequisite for the Practitioner's or Manager's Certificate in IT Service Management.</p>										
Context	<p>The Foundation Certificate in IT Service Management (based on ITIL®) is part of both the ITIL® and the SQM (ISO/IEC 20000) certification structure.</p>										
Prerequisites	None										
Practical assignment	Not applicable										
Examination details	<table><tr><td>Examination type:</td><td>Computer-based multiple-choice</td></tr><tr><td>Time allotted for examination:</td><td>60 minutes</td></tr><tr><td>Number of multiple-choice 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></table>	Examination type:	Computer-based multiple-choice	Time allotted for examination:	60 minutes	Number of multiple-choice questions:	40	Pass mark:	65 % (26 out of 40)	Open book:	no
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Sample questions	Electronic equipment permitted: no To prepare for your examination, you can download the sample exam on the previous page for free.
Exam requirements	<ol style="list-style-type: none"> 1. The importance of IT services and the IT infrastructure to an organization (2,5%) 2. The process-based approach to the business organization (5%) 3. The ITIL® processes involved in the management of the IT infrastructure and their interrelationships (62,5%) 4. The basic concepts (30%)

Specification of the exam requirements

1. The importance of IT services and the IT infrastructure to an organization	<p>1.1 The candidate has an understanding of the importance of IT services and the IT infrastructure to an organization. The candidate can:</p> <p>1.1.1 indicate the importance of a systematic approach to the management of an IT-infrastructure:</p> <ul style="list-style-type: none"> <input type="checkbox"/> to the customers of IT services; <input type="checkbox"/> to the supplier of IT services.
2. The process-based approach to the business organization	<p>2.1 The candidate has an understanding of the process based approach to the business organization. The candidate can:</p> <p>2.1.1 name the benefits of the description of processes in an organization;</p> <p>2.1.2 distinguish between processes and organizational units;</p> <p>2.1.3 indicate which elements are absolutely necessary in a process description.</p>
3. The ITIL® processes involved in the management of the IT infrastructure and their interrelationships	<p>3.1 The candidate has knowledge of the following ITIL® processes involved in IT management and their interrelationships:</p> <ul style="list-style-type: none"> Incident Management Problem Management Change Management Configuration Management Release Management Service Level Management Availability Management Capacity Management IT Service Continuity Management Financial Management for IT Services Security Management

and the function Service Desk

The candidate can:

3.1.1 distinguish the objectives, the activities and the results of the various ITIL[®] processes;

3.1.2 describe the interrelationships between the ITIL[®] processes;

3.1.3 give examples of data or products that are exchanged between ITIL[®] processes.

4. The basic concepts

4.1 The candidate has knowledge of the basic concepts relating to the processes ITIL[®] recognizes. The candidate can:

4.1.1 describe the basic concepts relating to the processes ITIL[®] recognizes

List of basic concepts

Accounting
Activity Based Costing
Application Sizing
Asset Management
Assets
Audit
Authorization
Availability
Availability Management
Budgeting
Business Capacity Management
Business Impact Analysis
Business Process
Call
Capacity Database, CDB
Capacity Management
Capacity Planning
Category
CCTA Risk Analysis and Management Method, CRAMM
Central Service Desk
Change
Change Advisory Board, CAB
Change Management
Charging
CI Level
Classification
Component Failure Impact Analysis, CFIA
Confidentiality
Configuration Baseline
Configuration Item, CI

Configuration Management
Configuration Management Database, CMDB
Cost Plus
Customer
Definitive Hardware Store, DHS
Definitive Software Library, DSL
Demand Management
Deming Circle
Disaster
Downtime
Elapsed time
Emergency Fix/Release
Error Control
Escalation
Evaluation
Expert Service Desk
Fault, Failure
Fault Tree Analysis, FTA
Financial Management for IT Services
First Line Support
Forward Schedule of Changes, FSC
Full Release
Functional Escalation
Going Rate
Gradual Recovery, Cold Stand-By
Hierarchical Escalation
Identification of CI
Immediate Recovery, Hot Stand-By
Impact
Incident
Incident Management
Integrity
Intermediate Recovery
IT Infrastructure
IT Service
IT Service Continuity Management
IT Service Management
Known Error
Local (distributed) Service Desk
Maintainability
Management
Market Price
Mean Time Between Failures, MTBF
Mean Time To Repair, MTTR
Modeling
Monitoring
Notional Charging
Operational Process
Operational Level Agreement, OLA
Package Release

Performance Management
Post Implementation Review, PIR
Priority
Proactive Problem Management
Problem
Problem Control
Problem Management
Procedure
Process
Process Manager
Quality Assurance
Quality Control
Reciprocal Arrangement
Recovery
Recovery Plan
Release
Release Management
Release Policy
Release Unit
Reliability
Request for Change, RFC
Resilience
Resource Capacity Management
Restoration of Service
Review
Risk Assessment
Rollout
Second Line Support
Security
Security Awareness
Security Incidents
Security Level
Security Management
Service Capacity Management
Service Catalog
Service Desk
Service Improvement Program, SIP
Service Interruption
Service Level
Service Level Agreement, SLA
Service Level Management
Service Level Requirements, SLR
Service Quality Plan, SQP
Service Request
Service Specification Sheets, Spec sheets
Service Window
Serviceability
Skilled Service Desk
Status
System Outage Analysis, SOA

Third Line Support
Threat
Tuning
Underpinning Contract, UC
Unskilled Service Desk
Urgency
Urgent Change
User
Verification
Virtual Service Desk
Vulnerability
Workaround

Literature

- A. editors: J. van Bon, M. Pieper, A. van der Veen
Foundations of IT Service Management, based on ITIL®
Zaltbommel: ITSMF-NL/Van Haren Publishing, 2nd
edition ISBN 90 77212 58 2

Additional Literature

OGC
Service Support
Norwich: The Stationery Office, 2000
ISBN 978 0 11 330015 0

OGC
Service Delivery
Norwich: The Stationery Office, 2001
ISBN 978 0 11 330017 4

OGC
Introduction to ITIL®
Norwich: The Stationery Office, 2005
ISBN 978 0 11 330973 3

R.B. Palmer
IT Service Management Foundation: ITIL® Study Guide
Corinth: Gulf Stream Press, 2005
ISBN 0 9771469 0 1

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