ITIL Qualification Scheme & Exam

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ITIL Qualification Scheme & Exam

ITILv3 Qualification Scheme Diagram

Four levels within the scheme:

- ITIL Master
- ITIL Expert
- Intermediate Level (Lifecycle Stream & Capability Stream)
- Foundation Level

<table>
<thead>
<tr>
<th>Course</th>
<th>Credit Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITIL Foundation Certificate in IT Service Management</td>
<td>2</td>
</tr>
<tr>
<td>ITIL Service Lifecycle stream</td>
<td></td>
</tr>
<tr>
<td>Service Strategy</td>
<td>3</td>
</tr>
<tr>
<td>Service Design</td>
<td>3</td>
</tr>
<tr>
<td>Service Transition</td>
<td>3</td>
</tr>
<tr>
<td>Service Operation</td>
<td>3</td>
</tr>
<tr>
<td>Continual Service Improvement</td>
<td>3</td>
</tr>
<tr>
<td>ITIL Service Capability stream</td>
<td></td>
</tr>
<tr>
<td>Planning, Protection &amp; Optimization</td>
<td>4</td>
</tr>
<tr>
<td>Service Offerings &amp; Agreements</td>
<td>4</td>
</tr>
<tr>
<td>Release, Control &amp; Validation</td>
<td>4</td>
</tr>
<tr>
<td>Operational Support &amp; Analysis</td>
<td>4</td>
</tr>
<tr>
<td>Managing Across the Lifecycle</td>
<td>5</td>
</tr>
</tbody>
</table>

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ITIL Foundation Level

- The Foundation Level focuses on knowledge and comprehension to provide a good grounding in the key concept, terminology and processes of ITIL.

<table>
<thead>
<tr>
<th>Module</th>
<th>Credit Value</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Study</td>
<td>No recommendations for Personal Study</td>
<td></td>
</tr>
<tr>
<td>Course Duration</td>
<td>Equivalent of 16.25 hours of classroom based instruction including examination preparation, with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course</td>
<td></td>
</tr>
<tr>
<td>Exam Type</td>
<td>Multiple choice, 40 questions</td>
<td></td>
</tr>
<tr>
<td>Duration</td>
<td>60 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 75 minutes and are allowed the use of a dictionary</td>
<td></td>
</tr>
<tr>
<td>Prerequisite</td>
<td>Accredited Foundation training is strongly recommended but not a prerequisite</td>
<td></td>
</tr>
<tr>
<td>Supervised</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Open Book</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Pass Score</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>Distinction Score</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Marking Method</td>
<td>Classic Multiple choice: Only one option can be correct and will be awarded a mark. The remaining 3 distracters are awarded no marks</td>
<td></td>
</tr>
<tr>
<td>Delivery</td>
<td>Examination can be online or Paper Based from an ATO or directly via an Examination Institute’s Public Exam Scheme</td>
<td></td>
</tr>
</tbody>
</table>
• **Intermediate Level:** There are two streams in the Intermediate level. Both assess an individual's ability to analyse and apply the concepts of ITIL. Candidates are able to take units from either of the Intermediate streams, to gain credits towards the Expert Level.

• **Intermediate Lifecycle Stream** - this stream includes 5 individual certificates built around the five core OGC titles, as follows:
  - **Service Strategy**
  - **Service Design**
  - **Service Transition**
  - **Service Operation**, and
  - **Continual Service Improvement**.

• The focus of these modules is on the introduction and implementation of the specific Lifecycle phase, and coverage of the principles, processes and related activities.

• **Intermediate Capability Stream** - this stream includes 4 individual certificates, focusing on detailed process implementation and management within cluster groupings:
  - **Operational Support and Analysis (OS&A)**. Subjects covered inc. Event, Incident, Request, Problem, Access, Service Desk, Technical, IT Ops and Application Management
  - **Service Offerings and Agreements (SO&A)**. Subjects covered inc. Portfolio, Service Level, Catalogue. Demand, Supplier and Financial Management
ITILv3 Intermediate Lifecycle stream

<table>
<thead>
<tr>
<th>Module</th>
<th>Credit Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>SS</td>
<td>3</td>
</tr>
<tr>
<td>SD</td>
<td></td>
</tr>
<tr>
<td>ST</td>
<td></td>
</tr>
<tr>
<td>SO</td>
<td></td>
</tr>
<tr>
<td>CSI</td>
<td></td>
</tr>
</tbody>
</table>

- **Course Duration**: At least 21 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.
- **Personal Study**: 21 hours of recommended Personal Study
- **Type**: Complex Multiple choice, multi-part, scenario based questions
- **Duration**: 90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary
- **Prerequisite**: 1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.
  2. Successful completion of an Accredited Course for the module from an ITIL ATO
- **Supervised**: Yes
- **Open Book**: No
- **Pass Score**: 65%
- **Distinction Score**: 75%
- **Marking method**: Gradient scoring will be the marking method. In this method, questions are graded as follows:
  - One option is the most correct and will receive the most marks
  - One option is partially correct and will receive slightly fewer marks than the most correct option
  - One option is the least correct and will receive the least marks
  - One option is incorrect and will receive no marks
- **Delivery**: Examination can be online or Paper Based from an ATO or directly via an Examination Institute’s Public Exam Scheme (proof of attendance at an Accredited training course will be required prior to taking the exam)

**Key Definitions**

SS = Service Strategy
SD = Service Design
ST = Service Transition
SO = Service Operation
CSI = Continual Service Improvement

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### ITILv3 intermediate Capability stream

<table>
<thead>
<tr>
<th>Module</th>
<th>Credit Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
</tr>
</tbody>
</table>

**Course duration**
- At least 30 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.

**Personal Study**
- 12 hours of recommended Personal Study

**Type**
- Complex Multiple choice, multi-part, scenario based questions

**Duration**
- 90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary

**Prerequisite**
1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.
2. Successful completion of an Accredited Course for the module from an ITIL ATO

**Supervised**
- Yes

**Open Book**
- No

**Pass Score**
- 65%

**Distinction Score**
- 75%

**Marking method**
- Gradient scoring will be the marking method. In this method, questions are graded as follows:
  - One option is the most correct and will receive the most marks
  - One option is partially correct and will receive slightly fewer marks than the most correct option
  - One option is the least correct and will receive the least marks
  - One option is incorrect and will receive no marks

**Delivery**
- Examination can be online or Paper Based from an ATO. (proof of attendance at an Accredited training course will be required prior to taking the exam)

OSA = Operational Support & Analysis
PPO = Planning, Protection & Optimization
RCV = Release, Control & Validation
SOA = Service Offerings & Agreements

To achieve the ITIL Expert in IT Service Management, candidates must successfully complete a number of Intermediate units in addition to the mandatory Foundation Level and the Managing Across the Lifecycle capstone course. This course brings together the full essence of a Lifecycle approach to Service Management, and consolidates the knowledge gained across the qualification scheme.

**Module credit value**: 5

**Course duration**: At least 30 hours of classroom based instruction with an ATO or the accredited equivalent via an e-learning provider based on this syllabus, as part of a formal, approved training course.

**Personal Study**: 28 hours of recommended Personal Study

**Type**: Complex, Multiple choice, multi-part, scenario based questions

**Duration**: 90 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 120 minutes and are allowed the use of a dictionary

**Prerequisite**:
1. ITIL Foundation Certificate in IT Service Management or V2 to V3 bridge equivalent.
2. Successful completion of an Accredited Course for the module from an ITIL ATO
3. A minimum of 17 credits

**Supervised**: Yes

**Open Book**: No

**Pass Score**: 65%

**Distinction Score**: 75%

**Marking method**: Gradient scoring will be the marking method. In this method, questions are graded as follows:
- One option is the most correct and will receive the most marks
- One option is partially correct and will receive slightly fewer marks than the most correct option
- One option is the least correct and will receive the least marks
- One option is incorrect and will receive no marks

**Delivery**: Examination can be online or Paper Based from an ATO or directly via an Examination Institute’s Public Exam Scheme. (Proof of attendance at an Accredited training course will be required prior to taking the exam)
• This level of the qualification will assess an individual's ability to apply and analyse the ITIL concepts in new areas. This higher level qualification is currently under development.
### Example: ITIL v3 Module Combinations

<table>
<thead>
<tr>
<th>Candidates with no prior ITIL certification</th>
<th>V3 FND</th>
<th>V3 Capability Stream</th>
<th>V3 Lifecycle Stream</th>
<th>CAPSTONE</th>
<th>Total Number of Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option A</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>23</td>
</tr>
<tr>
<td>Option B</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>x</td>
<td>22</td>
</tr>
<tr>
<td>Option C</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>x</td>
<td>24</td>
</tr>
<tr>
<td>Option D</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>x</td>
<td>25</td>
</tr>
<tr>
<td>Option E</td>
<td>2</td>
<td>x</td>
<td>4</td>
<td>4</td>
<td>25</td>
</tr>
<tr>
<td>Option F</td>
<td>2</td>
<td>x</td>
<td>x</td>
<td>4</td>
<td>24</td>
</tr>
</tbody>
</table>