



Professional Qualifications for

ITIL® PRACTICES FOR SERVICE MANAGEMENT

*The ITIL® Foundation Certificate
in IT Service Management
SYLLABUS*



ITIL® is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.

The Best Practice logo™ is a Trade Mark of the Office of Government Commerce.

THE ITIL[®] FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

The purpose of the ITIL[®] Foundation certificate in IT Service Management is to certify that the candidate has gained knowledge of the ITIL[®] terminology, structure and basic concepts and has comprehended the core principles of ITIL[®] practices for Service Management.

The ITIL[®] Foundation certificate in IT Service Management is *not* intended to enable the holders of the certificate to *apply* the ITIL[®] practices for Service Management without further guidance.

Candidates can expect to gain competencies in the following upon successful completion of the education and examination components related to this certification.

- Service Management as a practice (Comprehension)
- Service Lifecycle (Comprehension)
- Key Principles and Models (Comprehension)
- Generic Concepts (Awareness)
- Selected Processes (Awareness)
- Selected Roles (Awareness)
- Selected Functions (Awareness)
- Technology and Architecture (Awareness)
- ITIL[®] Qualification scheme (Awareness)

Target Group

The target group of the ITIL[®] Foundation certificate in IT Service Management is drawn from:

- Individuals who require a basic understanding of the ITIL[®] framework and how it may be used to enhance the quality of IT service management within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL[®] who need to be informed about and thereafter contribute to an ongoing service improvement programme.

This may include but is not limited to, IT professionals, business managers and business process owners.

Syllabus

The syllabus will guide the design, development and use of training materials as well as training aimed at raising individual's understanding of, and competence in, IT Service Management as described in the ITIL® Service Strategy, ITIL® Service Design, ITIL® Service Transition, ITIL® Service Operation, ITIL® Continual Service Improvement, ITIL® Introduction and ITIL® Glossary publications. The syllabus has been designed with ease of reference, extensibility and ease of maintenance in mind.

Candidates for the ITIL® Foundation certificate in IT Service Management have to complete all units and successfully pass the corresponding examination to achieve certification.

Training providers are free to structure and organize their training in the way they find most appropriate, provided the units below are sufficiently covered. It is strongly recommended that training providers do not structure their courses by simply following the order of the training units as described in this document. It has been designed to be flexible so that training providers can add value as appropriate.

The units cover the topics listed. The terms emphasized in *italics* are defined in the ITIL® Glossary.

Unit	Content
ITILFND01	<p>Service Management as a practice</p> <p>The purpose of this unit is to help the candidate to define <i>Service</i> and to comprehend and explain the concept of <i>Service Management as a practice</i>.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 01-1. Describe the concept of Good <i>Practice</i> (SS, SD, ST, SO, CSI 1.2.2) 01-2. Define and explain the concept of a <i>Service</i> (SS, SD, ST, SO, CSI 2.2.1) 01-3. Define and explain the concept of <i>Service Management</i> (SS, SD, ST, SO, CSI 2.1) 01-4. Define and distinguish between <i>Functions, Roles</i> and <i>Processes</i> (SS 2.3, 2.6.1, 2.6.2, SD 2.3, SD 3.6.4, ST 2.3, SO 2.3, 3.1, CSI 2.3) 01-5. Explain the <i>process</i> model (SD 3.6.4) 01-6. List the characteristics of <i>processes</i> (Measurable, Specific results, <i>Customers</i>, and Responds to a specific event) (SS 2.6.2, SD, ST, SO, CSI 2.3.2) <p>The recommended study period for this unit is minimum 1 hour.</p>
ITILFND02	<p>The Service Lifecycle</p> <p>The purpose of this unit is to help the candidate to understand the <i>Service Lifecycle</i> and explain the <i>objectives</i> and business value for each phase in the <i>lifecycle</i>.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 02-1. Briefly explain the Service Lifecycle (SS 1.2.3, 2.5.1, SD 1.2.3, ST 1.2.3, SO 1.2.3, CSI 1.2.3) 02-2. Describe the structure, <i>scope, components</i> and interfaces of the ITIL Library (SS, SD, ST, SO 1.2.3, 2.4.2, CSI 1.2.3, 2.4.3) 02-3. Account for the main goals and <i>objectives</i> of <i>Service Strategy</i> (SS 1.3)

Unit	Content
	<p>02-4. Account for the main goals and <i>objectives</i> of <i>Service Design</i> (SD 2.4.1, SD 3.1)</p> <p>02-5. Briefly explain what value <i>Service Design</i> provides to the <i>business</i> (SD 2.4.3)</p> <p>02-6. Account for the main goals and <i>objectives</i> of <i>Service Transition</i> (ST 2.4.1)</p> <p>02-7. Briefly explain what value <i>Service Transition</i> provides to the <i>business</i> (ST 2.4.3)</p> <p>02-8. Account for the main goals and <i>objectives</i> of <i>Service Operations</i> (SO 2.4.1)</p> <p>02-9. Briefly explain what value <i>Service Operation</i> provides to the <i>business</i> (SO 2.4.3)</p> <p>02-10. Account for the main goals and <i>objectives</i> of <i>Continual Service Improvement</i> (CSI 2.4.1, 2.4.2)</p> <p>02-11. Briefly explain what value <i>Continual Service Improvement</i> provides to the <i>business</i> (CSI 2.4.5)</p> <p>The recommended study period for this unit is minimum 1 hour and 30 minutes.</p>
ITILFND03	<p>Generic concepts and definitions</p> <p>The purpose of this unit is to help the candidate to define some of the key terminology and explain the key concepts of <i>Service Management</i>.</p> <p>Specifically, candidates must be able to define and explain the following key concepts:</p> <p>03-1. <i>Utility</i> and <i>Warranty</i> (SS 2.2.2, 3.1.3, ST 3.1.2)</p> <p>03-2. <i>Resources</i> and <i>Capabilities</i> (SS 3.2.1)</p> <p>03-3. <i>Service Portfolio</i> (SS 4.2.3, SD 3.6.2)</p> <p>03-4. <i>Service Catalogue</i> (Business Service Catalogue and Technical Service Catalogue) (SS 4.2.3.1, SD 3.6.2, 4.1.4)</p> <p>03-5. The role of IT <i>Governance</i> across the Service Lifecycle (CSI 3.10)</p> <p>03-6. <i>Business Case</i> (SS 5.2.1, CSI 4.4.1)</p> <p>03-7. <i>Risk</i> (SS 9.5.1, CSI 5.6.3.2)</p> <p>03-8. Service Model (SS 7.2.1, SD 3.3, ST 4.5.4.1)</p> <p>03-9. <i>Service Provider</i> (SD 4.2.4)</p> <p>03-10. <i>Supplier</i> (SD 4.2.4, 4.7.2)</p> <p>03-11. <i>Service Level Agreement</i> (SLA) (SD 4.2.4, 4.2.5.1)</p> <p>03-12. <i>Operational Level Agreement</i> (OLA) (SD 4.2.4)</p> <p>03-13. <i>Contract</i> (SD 4.7.5.1)</p> <p>03-14. <i>Service Design Package</i> (SD 3.6.1)</p> <p>03-15. <i>Availability</i> (SD 4.4.4)</p> <p>03-16. <i>Service Knowledge Management System</i> (SKMS) (ST 4.7.4.2, SO 4.4.7.2)</p> <p>03-17. <i>Configuration Item</i> (CI) (ST 4.3.4.2)</p> <p>03-18. <i>Configuration Management System</i> (ST 4.3.4.3, SO 4.4.7.1)</p> <p>03-19. <i>Definitive Media Library</i> (DML) (ST 4.3.4.3)</p> <p>03-20. <i>Service Change</i> (ST 4.2.2)</p> <p>03-21. Change types (Normal, <i>Standard</i> and <i>Emergency</i>) (ST 4.2.4.3, 4.2.4.4, 4.2.6.9)</p> <p>03-22. <i>Release Unit</i> (ST 4.4.4.1)</p> <p>03-23. Seven R's of <i>Change Management</i> (ST 4.2.6.3)</p>

Unit	Content
	<p>03-24. <i>Event</i> (SO 4.1) 03-25. <i>Alert</i> (SO 4.1) 03-26. <i>Incident</i> (SO 4.2) 03-27. <i>Impact, Urgency and Priority</i> (SO 4.2.5.4, 4.4.5.4) 03-28. <i>Service Request</i> (SO 4.3) 03-29. <i>Problem</i> (SO 4.4) 03-30. <i>Workaround</i> (SO 4.4.5.6) 03-31. <i>Known Error</i> (SO 4.4.5.7) 03-32. <i>Known Error Data Base (KEDB)</i> (SO 4.4.7.2) 03-33. The role of communication in <i>Service Operation</i> (SO 3.6)</p> <p>The recommended study period for this unit is minimum 1 hour and 30 minutes. This unit will probably be covered as part of the training in the other units.</p>
ITILFND04	<p>Key Principles and Models</p> <p>The purpose of this unit is to help the candidate to comprehend and account for the key principles and <i>models</i> of <i>Service Management</i> and to balance some of the opposing forces within <i>Service Management</i>.</p> <p>Specifically, candidates must be able to:</p> <p>Service Strategy</p> <p>04-1. Explain how <i>Service Assets</i> are the basis for <i>Value Creation</i> (SS 3.2.1) 04-2. Describe basics of <i>Value Creation</i> through <i>Services</i> (SS 3.1.1, 3.1.2)</p> <p>Service Design</p> <p>04-3. Understand the importance of People, <i>Processes</i>, Products and Partners for <i>Service Management</i> (SD 2.4.2) 04-4. Discuss the five major aspects of <i>Service Design</i> (SD 3.6):</p> <ul style="list-style-type: none"> • <i>Service Portfolio Design</i> • Identification of <i>Business Requirements</i>, definition of Service requirements and <i>design of Services</i> • Technology and architectural <i>design</i> • <i>Process design</i> • Measurement <i>design</i> <p>04-5. Distinguish between different sourcing approaches and options (SD 3.11.1 & Table 3.1)</p> <p>Service Transition</p> <p>04-6. Explain the Service V model (ST 4.4.5.1, 4.5.4.7)</p> <p>Service Operation</p> <p>04-7. Summarize the following conflicting balances in <i>Service Operation</i> (SO 3.2):</p> <ul style="list-style-type: none"> • <i>IT Services</i> versus Technology components • Stability versus <i>Responsiveness</i> • <i>Quality of Service</i> versus <i>Cost of Service</i>

Unit	Content
	<ul style="list-style-type: none"> • Reactive versus Proactive <p>Continual Service Improvement</p> <p>04-8. Discuss the <i>Plan, Do, Check and Act (PDCA) Model</i> to control and manage <i>quality</i> (CSI 3.6, 5.5)</p> <p>04-9. Explain the <i>Continual Service Improvement Model</i> (CSI 2.4.4)</p> <p>04-10. Understand the role of measurement for <i>Continual Service Improvement</i> and explain the following key elements:</p> <ul style="list-style-type: none"> • <i>Business</i> value (CSI 3.7.2) • <i>Baselines</i> (CSI 3.7.1) • Types of <i>metrics</i> (technology metrics, process metrics, service metrics) (CSI 4.1.3) <p>The recommended study period for this unit is minimum 2 hours and 30 minutes.</p>
ITILFND05	<p>Processes</p> <p>The purpose of this unit is to help the candidate understand how the <i>Service Management processes</i> contribute to the <i>Service Lifecycle</i>, to explain the high level <i>objectives, scope</i>, basic concepts, <i>activities</i>, key <i>metrics (KPP's)</i>, <i>roles</i> and challenges for five of the core processes and to state the <i>objectives</i>, some of the basic concepts and <i>roles</i> for fifteen of the remaining <i>processes</i>.</p> <p>Specifically, candidates must be able to:</p> <p>Service Strategy</p> <p>05-1. Outline the four main <i>activities</i> in the <i>Service Strategy</i> process</p> <ul style="list-style-type: none"> • Define the market (SS 4.1) • Develop the offerings (SS 4.2) • Develop <i>strategic assets</i> (SS 4.3) • Prepare for execution (SS 4.4) <p>05-2. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Service Portfolio Management (SPM)</i> (SS 5.3, 5.4, 11.2.1) • <i>Demand Management (SS 5.5)</i> • <i>Financial Management (SS 5.1, 5.1.2)</i> <p>Service Design</p> <p>05-3. Explain the high level <i>objectives, scope</i>, basic concepts, process <i>activities</i>, key <i>metrics (KPP's)</i>, <i>roles</i> and challenges for:</p> <ul style="list-style-type: none"> • <i>Service Level Management (SLM)</i> (SD 4.2, 6.4.6, CSI 3.5, 4.6) <p>05-4. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Service Catalogue Management</i> (SD 4.1.1, 4.1.4, 6.4.5) • <i>Availability Management</i> (SD 4.4.1, 4.4.4, 6.4.7) • <i>Information Security Management (ISM)</i> (SD 4.6.1, 4.6.4, 6.4.10) • <i>Supplier Management</i> (SD 4.7.1, 4.7.4, 6.4.11)

Unit	Content
	<ul style="list-style-type: none"> • <i>Capacity Management</i> (SD 4.3.1, 4.3.4, 6.4.9) • <i>IT Service Continuity Management</i> (SD 4.5.1, 4.5.4, 6.4.8) <p>Service Transition</p> <p>05-5. Explain the high level <i>objectives, scope</i>, basic concepts, process <i>activities</i>, key <i>metrics, roles</i> and challenges for:</p> <ul style="list-style-type: none"> • <i>Change Management</i> (ST 4.2, 6.3.2.4) <p>05-6. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Service Asset and Configuration Management (SACM)</i> (ST 4.3.1, 4.3.4, 6.3.2.4) • <i>Release and Deployment Management</i> (ST 4.4.1, 4.4.4, 6.3.2.8, 6.3.2.9, 6.3.2.10) <p>Service Operation</p> <p>05-7. Explain the high level <i>objectives, scope</i>, basic concepts, process <i>activities</i>, key <i>metrics, roles</i> and challenges for:</p> <ul style="list-style-type: none"> • <i>Incident Management</i> (SO 4.2, 6.6.6) <p>05-8. State the <i>objectives</i>, basic concepts and <i>roles</i> for:</p> <ul style="list-style-type: none"> • <i>Event Management</i> (SO 4.1.1, 4.1.4, 6.5.5) • <i>Request Fulfilment</i> (SO 4.3.1, 4.3.4, 6.6.7) • <i>Problem Management</i> (SO 4.4.1, 4.4.4, 6.6.8) • <i>Access Management</i> (SO 4.5.1, 4.5.4, 6.6.9) <p>Continual Service Improvement</p> <p>05-9. Explain the high level <i>objectives</i>, basic concepts, process <i>activities, roles</i> and <i>metrics</i> for:</p> <ul style="list-style-type: none"> • The 7 step improvement <i>process</i> (CSI 3.7.3, 4.1.1 6.1.1, 6.1.2, 6.1.3) <p>The recommended study period for this unit is minimum 5 hours.</p>
ITILFND06	<p>Functions</p> <p>The purpose of this unit is to help the candidate to explain the <i>role, objectives</i>, organizational structures, staffing and <i>metrics</i> of the <i>Service Desk function</i> and to state the <i>role, objectives</i> and overlap of three other <i>functions</i>.</p> <p>Specifically, candidates must be able to:</p> <p>06-1. Explain the <i>role, objectives</i>, organizational structures, staffing and <i>metrics</i> of:</p> <ul style="list-style-type: none"> • The <i>Service Desk function</i> (SO 6.2) <p>06-2. State the <i>role, objectives</i> and organisational overlap of:</p> <ul style="list-style-type: none"> • The <i>Technical Management function</i> (SO 6.3.1, 6.3.2) • The <i>Application Management function</i> (SO 6.5.1, 6.5.2) • The <i>IT Operations Management function (IT Operations Control and Facilities Management)</i> (SO 6.4.1, 6.4.2)

Unit	Content
	The recommended study period for this unit is minimum 1 hour.
ITILFND07	<p>Roles</p> <p>The purpose of this unit is to help the candidate to account for the <i>role</i> and to be aware of the responsibilities of some of the key <i>roles</i> in <i>Service Management</i> and to recognize a number of the remaining <i>roles</i> described in other Learning Units.</p> <p>Specifically, candidates must be able to:</p> <ul style="list-style-type: none"> 07-1. Account for the <i>role</i> and the responsibilities of the <ul style="list-style-type: none"> • <i>Process owner</i> (SD 6.4.1, ST 6.1.1, CSI 3.3, 6.1.5) • <i>Service owner</i> (ST 6.2.1, CSI 3.3, 6.1.4) 07-2. Recognize the <i>RACI</i> model and explain its role in determining organisational structure. (SD 6, CSI 6.2) <p>The recommended study period for this unit is minimum 1 hour.</p>
ITILFND08	<p>Technology and Architecture</p> <p>The purpose of this unit is to help the candidate to</p> <ul style="list-style-type: none"> 08-1. List some generic <i>requirements</i> for an integrated set of <i>Service Management</i> Technology (SD 7.1, ST 7, SO 7.1) 08-2. Understand how Service Automation assists with integrating Service Management processes (SS 8.1) <p>The recommended study period for this unit is minimum 30 minutes.</p>
ITILFND09	<p>ITIL® Qualification scheme</p> <p>The purpose of this unit is to help the candidate to</p> <ul style="list-style-type: none"> 09-1. Explain the ITIL® <i>Qualification</i> scheme, distinguish between the purposes of the two intermediate streams, mention the included certificates and diplomas, and understand the different options for further training (Non examinable). <p>The recommended study period for this unit is minimum 15 minutes.</p>
ITILFND10	<p>Mock exam</p> <p>The purpose of this unit is to help the candidate to pass the ITIL® Foundation exam.</p> <p>Specifically, candidates must:</p> <ul style="list-style-type: none"> 10-1. Sit minimum one ITIL® Foundation mock exam. <p>The recommended study period for this unit is minimum 2 hours inclusive revision.</p>

Format of the Examination

This syllabus has an accompanying examination at which the candidate must achieve a pass score to gain the ITIL® Foundation Certificate in IT Service Management.

Type:	Multiple choices, 40 questions
Duration:	Maximum 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)
Prerequisite:	Accredited Foundation training is strongly recommended but not a prerequisite
Supervised:	Yes
Open Book:	No
Pass Score:	65% (26 out of 40)
Distinction Score:	None
Delivery:	Online or Paper Based.