

Exam ITIL Foundation

Foundation Certificate in IT Service Management

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| Publication date | 02-05-2005 |
| Start date | 01-07-2005 |
| Target group | The examination for the Foundation Certificate is intended for people working in the field of IT Service Management. The Foundation Certificate is a prerequisite for the Practitioner's and Manager's Certificate in IT Service Management. |
| Prerequisite knowledge, skills and practical experience | None. |
| Exam requirements | <ol style="list-style-type: none">1 The importance of IT Service Management and the IT Infrastructure2 The Service Management processes and the interfaces between them3 ITIL processes and the relations between these processes4 Basic concepts of ITIL |

Exam requirements specifications

1. The importance of IT Service Management and the IT Infrastructure

The importance of IT Service Management and the IT Infrastructure
The candidate has understanding of the importance of IT Service Management and the IT Infrastructure.
The candidate is able to indicate the importance of a methodical and systematic approach to information technology service:

- for users and customers of IT Service
- for suppliers of IT Service.

2. The Service Management processes and the interfaces between them

The candidate has understanding of the Service Management processes and the interfaces between them.
The candidate is able to:

- mention the benefits of the description of the Service Management processes for an organisation
- distinguish between ITIL processes and organisational units
- indicate which elements are needed for the description of the ITIL processes.

3. ITIL processes and the relations between these processes

The candidate has knowledge of the following ITIL processes and the relations between these processes:

- 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 is able to:

- distinguish the objectives, activities and results of the various ITIL processes
- give examples for each of the connections in the representation of the relationships between the processes.

4. Basic concepts of ITIL

The candidate has knowledge of the following basic concepts of ITIL.

Basic concepts of ITIL

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
Service Interruption
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
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 Catalogue
Service Desk
Service Improvement Plan Program, SIP
Service Level
Service Level Agreement, SLA
Service Level Management
Service Level Requirements
Service Request
Service Window
Serviceability
Skilled Service Desk
Release
Status
System Outage Analysis, SOA
Third Line Support
Threat
Tuning
Underpinning Contract
Unskilled Service Desk
Urgency
Urgent Change
Verification
Virtual Service Desk
Vulnerability
Work-around

Literature

Literature

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

Service Support
Norwich/London: CCTA/ The Stationery Office, 2000
ISBN 0113300158

itSMF-International
IT Service Management, an introduction
Zaltbommel, Van Haren Publishing, 2002
ISBN 90 806713-63

Exam session

Referral to literature and notes is not permitted.