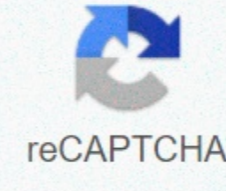




I'm not robot



Continue

Itil training guide pdf

ITIL Foundation is the entry-level certification that demonstrates an awareness of the most important ITIL concepts and practices, as defined in the ITIL® 4 Foundation book. It is the prerequisite for further ITIL certifications. Previous ITIL versions have seen more than one million Foundation certificates awarded. This article provides a study approach to itil 4 Foundation Certification and is part of our ITIL 4 Guide, which you navigate using the right menu. (This article is part of our ITIL 4 Guide. Use the right menu to navigate.) What to expect at the Foundation Exam To earn the ITIL Foundation certification, you must correctly answer 26 questions on a 40 question multiple-choice exam (65%). Each question contains 4 possible answers from which you must give the best answer to the question. Each correct answer gets one digit. The duration of the exam is 1 hour. Candidates who take the exam in a language that is not their mother tongue or working language can get an additional 25% time, i.e. 75 minutes in total. It's a closed book exam. Materials other than the research material are not permitted. The ITIL Foundation certification does not expire or requires that continuing education be maintained. ITIL Foundation Exam Administration You are not required to take an ITIL training before you sit before the exam, but training is highly recommended. If you are planning on earning higher level ITIL certifications, then it would be worth it to get formal training because it contains more detailed discussion about how the pieces fit together rather than just preparing you to pass the Foundation exam. SerView, VipCon and BMC offer a number of training options. Cost of taking the exam varies by country, with a typical cost of about \$300. Training organisations usually mention the cost of taking the exam in their course fees and can manage the exam immediately after the training. You take the exam in a test centre and some providers may also allow you to take the exam online without going to an exam centre. If you choose this option, you must use a webcam. A proctor will greet you, guide you through the exam process and then observe as you take the exam. At the end of the online exam, the preliminary score will appear on the screen after you have completed an after-exam exam. Final scores and an e-certificate are available within two business days, while a hard copy certificate is available for on-demand shipping (additional cost applicable). Exam Resources Axelos is the global manager of several best practice methodologies, including ITIL. They provide a number of resources for the exam, including books, sample exams and exam apps. Axelos was appointed in 2013 as a joint venture between the UK Cabinet Office and Capita PLC to manage, develop and grow the Global Best Practice Portfolio. ATOs: Accredited Organizations Axelos cooperates with PeopleCert as the only exam provider and accreditation body. PeopleCert is authorized to provide training and exams through training organizations that it has accredited worldwide on behalf of Axelos. ATOs offer both personal and online resources, including classroom and online training and exams. More information about PeopleCert can be found on their website. Exam question types The exam questions of the ITIL Foundation are all Objective Test Questions (OTQs), which present four options from which one option is selected. There are four question styles that are used within this OTQ type: For example, What is a service? Missing word for example Keep it ____ and practical. List (2 correct items) for example which instruction is correct? 1, 2, 3, 4. Choices – A: 1&4 B: 2&4 etc. Negative standard for example What is not some kind of change? Negative standard questions are used as an exception and are therefore used sparingly in exams. General exam tips You will not be penalised for wrong answers. If you've drawn a blank, choose an answer to give yourself a chance. Drop perfectionism. The exam has been passed/failed. There is no bonus credit for answering more than 26 questions correctly. Tips for checking your answers before submitting your exam: Read through each question to make sure you don't fall into a trap. Count how many answers you're sure you got correctly. If you have more than 26, submit the exam. If you are a cautious person, submit the exam if you have more than 28 correct. Key to success: Avoid the traps The ITIL Foundation exam has a high pass rate. Statistics published in 2013 show a 90% pass rate, and many training providers advertise a 99% pass rate. Those who avoid the main traps will pass the exam. Val #1: Pondering How to Avoid the Fall: Remember, Not Analyze. The exam is multiple choice and testing basic knowledge of ITIL best practices. Remember high-level concepts and definitions and stay focused on those concepts and definitions. Don't think about how your business does a particular process. Don't think about how you'd improve the process. Just answer based on the ITIL materials. Example: What is an emergency change? A change that is subject to an accelerated risk assessment because it is necessary to resolve an incident. B A change that does not require a risk assessment because the procedure is pre-authorized. C A change that must be reviewed, authorized, and planned by an amendment authority. D A change that is reviewed, authorized, and planned as part of continuous improvement. The answer is A. Three of the answers are related to types of changes, but only A is the correct definition of an emergency change. Answer B is a standard change, while C is a normal change. D is not a type of change specified by ITIL. Val #2: Too Many Choices How the Remember groups Some questions offer 2 or more options that may be correct. The answers will include different combinations of these options, and only one combination is correct. The simplest version of this question is to present two options and offer these four potential answers: #1 alone, #2 alone, both, or neither. Often 4 options and 4 combinations are presented. Stairs #3: Not in order How to avoid the fall: Learn abbreviations. Remember lists in their correct order. It's not always enough to know the items in a list. If they are presented in a certain order or represented by an acronym, then it is crucial to know the correct order. Knowing the order makes the difference between a simple answer and a wild guess. Example: What is the correct order within the continuous improvement model? A Where are we now? Where do we want to be? Did we get there? B Where do we want to be? Take action. Did we get there? C What is the vision? Where do we want to be? Did we get there? D How do we get there? Take action. Did we get there? The answer is D. It lists steps 4, 5 and 6 of the continuous improvement model in the correct order. Val #4: Speed read How to Avoid the Fall: Read each question carefully. Some questions are formulated in a way that would trip up someone who doesn't read every word of the question. Don't read the first few words and jump down to the answers. Each question has a number of keywords that will either make the correct answer clear or quickly eliminate one or more possible answers. Two common ways to catch speed readers are: Ask for the best answer or answer that is most closely Some questions offer word-for-word definitions, while others contain a slight change. In some cases, there may be two possible answers that are almost identical. You must read the answers to discover the difference between the two answers and choose the right one. Example: The best definition of an event is: An event where a performance threshold has been exceeded and an agreed service level has already been affected. B An event that is important for managing configuration items or providing services. C A known system failure that generates multiple incident reports. D A planned meeting of customers and IT staff to announce a new service or improvement program. The answer is B. The first answer is part of Service Level Management. C is a known error and is handled by Problem Management. The scheduled meeting described by D is part of Release and Deployment Management. Using negative descriptions, such as NOT or EXCEPT. Instead of choosing the right answer, you will be to choose the incorrect answer. Example: Which of the following is NOT a service management practice? A business analysis B Change control C Release management D Knowledge management The answer is D. A, B and C are service service knowledge management is a general management practice. As you read more practical questions, you'll recognize the keywords that can easily point to the right answer or eliminate potential distractors. Remembering the material in the correct order and understanding how exam questions are formulated are the biggest keys to success. What to study Note: This is not an extensive list. The purpose of this summary is to highlight the areas of focus for questions that appear on the ITIL Foundation Certification exam. For a more detailed listing, download the Foundation Syllabus from the Axelos site if it is not included in your training material. Axelos offers this syllabus to ensure that ATOs handle the right material in their training. If you are doing tutorial, the proposed training periods help you prioritize which material to study and how much time to spend studying each subject. As of April 2019, the Syllabus Foundation breaks down levels of understanding in Consciousness and Understanding according to Bloom's Taxonomy of Learning that is used to categorize learning goals, and from there assess learning performance. Consciousness topics do not go deep, so in most cases they can be addressed by mea by meaitime important definitions. Understanding subjects requires a deeper level of knowledge and requires greater understanding. Understanding goes beyond remembering definitions and includes understanding why and how the concept affects the company. In the ITIL Foundation exam, the number of questions according to Bloom's Taxonomy is as follows: Blooms Taxonomy Level Number of Questions [Percentage] BL1: Awareness 9 [22.5%] BL 2: Understanding 31 [77.5%] The ITIL Foundation exam syllabus can be summarized as follows: No. Learning Outcome Assessment Criteria No or OTQs [%] 1 Understand the key service concepts Definitions and concepts: (Service, Utility, Warranty, Customer, User, Service management, Sponsor, Cost; Cost; Value, organization, result, output, risk, utility, guarantee; Service offering, Service relationship management, Service Provision, Service Consumption) 5 [12.5%] 2 Understand how ITIL guiding principles can help an organization adopt and customize service management Describe the nature, usage, and interaction of the guiding principles: (Focus on value; Start where you are; Progress iterative with feedback; Work together and promote visibility; Think and work holistically; Keep it simple and practical; Optimize and automate) 5 [12.5%] 3 Understand the four dimensions of service management Describe the four dimensions: (Organizations and people; Information and technology; Partners and suppliers; Value flows and processes) 2 [5%] 4 Understand the purpose and components of the ITIL service value system Describe the ITIL SVS: principles, Governance, Service value chain, Practices, Continuous Continuous 1 [2.5%] 5 Understanding the activities of the service's value chain, and how they connect describe inputs, outputs and the purpose of each value chain activity: (Plan, Improve, Engage, Design & Transition, Obtain/Build, Deliver & Support) 4 [10%] 6 Know the purpose and key terms of 18 ITIL practices Recall goal of the 18 ITIL practices: (Information Security Management; Relationship management; Supplier management; Availability Management; Capacity and performance management; IT asset management; Continuity management service; Monitoring and event management; Release Management; Service Configuration Manager; Implementation management; Continuous improvement; Change control; Incident management; Problem management; Service Request Manager; Service desk; Service Level Management) Recall Definitions of 8 Key ITIL Terms: (Availability, IT Asset, Event, Configuration Item, Change, Incident, Issue, Known Error). 7 [17.5%] 7 Understand 7 ITIL practices Explain the 7 ITIL practices in detail, including how they fit into the value chain: (Continuous improvement; Optimize and automate; Change control; Incident management; Problem management; Service Request Manager; Service desk; Service level management) 16 [40%] Conclusion To obtain the ITIL Foundation Certification, you must answer at least 26 out of 40 multiple choice questions about the exam. Focusing on the most important topics (which have the highest OTQ percentage) and remembering the aforementioned ITIL concepts and terms will lead to success. Good luck with the research! ITIL® is a registered trademark of AXELOS Limited. IT Infrastructure Library® is a registered brand of AXELOS Limited. Last updated: 05/13/2020 These postings are my own and do not necessarily represent the position, strategies or opinion of BMC. Do you see an error message or do you have a suggestion? Let us know by emailing blogs@bmc.com. blogs@bmc.com.