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Professional Qualifications for

ITIL® PRACTICES FOR SERVICE MANAGEMENT

The ITIL Foundation Certificate
in IT Service Management
SYLLABUS

APM GROUP
OGC's Official Accreditor

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.

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 organization.
- IT professionals that are working within an organization 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.

Learning Objectives

Candidates can expect to gain knowledge and understanding 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)

Foundation 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 recommended number of study hours is 18 hours plus the final exam.

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

Unit	Content
ITILFND01	**Service Management as a practice** The purpose of this unit is to help the candidate to define *Service* and to comprehend and explain the concept of *Service Management* as a *practice*. Specifically, candidates must be able to: 01-1. Describe the concept of Good *Practice* (SS 1.2.2) 01-2. Define and explain the concept of a *Service* (SS 2.2.1) 01-3. Define and explain the concept of *Service Management* (SS 2.1) 01-4. Define *Functions* and *Processes* (SS 2.3, 2.6.1, SD 2.3, SD 3.6.4, ST 2.3, SO 2.3, 3.1, CSI 2.3) 01-5. Explain the *process* model and the characteristics of *processes* (SD 2.3.2, 3.6.4) ***The recommended study period for this unit is minimum 45 minutes***
ITILFND02	**The Service Lifecycle** The purpose of this unit is to help the candidate to understand the value of the *Service Lifecycle,* how the *processes* integrate with each other, throughout the *Lifecycle* and explain the *objectives* and business value for each phase in the *Lifecycle* Specifically, candidates must be able to: 02-2. Describe the structure, *scope, components* and interfaces of the Service Lifecycle (SS 1.2.3 All) 02-3. Account for the main goals and *objectives* of *Service Strategy* (SS 1.3) 02-4. Account for the main goals and *objectives* of *Service Design* (SD 2.4.1, SD 3.1) 02-5. Briefly explain what value *Service Design* provides to the business (SD 2.4.3) 02-6. Account for the main goals and objectives of *Service Transition* (ST 2.4.1) 02-7. Briefly explain what value *Service Transition* provides to the business (ST 2.4.3) 02-8. Account for the main goals and objectives of *Service Operations* (SO 2.4.1) 02-9. Briefly explain what value *Service Operation* provides to the *business* (SO 2.4.3 1st para, SO 1.2.3.4)

Unit	Content
	02-10. Account for the main goals and *objectives* of *Continual Service Improvement* (CSI 2.4.1, 2.4.2) *It is recommended that this training is covered within other units.* *The recommended study period for this unit is minimum 1.0 hours.*
ITILFND03	**Generic concepts and definitions** The purpose of this unit is to help the candidate to define some of the key terminology and explain the key concepts of *Service Management*. Specifically, candidates must be able to define and explain the following key concepts: 03-1. *Utility* and *Warranty* (SS 2.2.2) 03-2. *Resources, Capabilities* and *Assets* (SS 3.2.1) 03-3. *Service Portfolio* (SS 4.2.3, SD 3.6.2 – to end of 1st bullet list) 03-4. *Service Catalogue* (*Business Service Catalogue* and *Technical Service Catalogue*) (SS 4.2.3.1, SD 4.1.4) 03-5. The role of IT *Governance* across the *Service Lifecycle* (CSI 3.10 All) 03-6. *Business Case* (SS 5.2.1 Intro, CSI 4.4.1) 03-7. *Risk* (SS 9.5.1, CSI 5.6.3) 03-9. *Service Provider* (the candidate is not expected to know the detail of each of the three types of Service Providers) (SS 3.3 Intro only, not 3.3.1, 3.3.2, 3.3.3) 03-10. *Supplier* (SD 4.2.4, 4.7.2) 03-11. *Service Level Agreement* (SLA) (SD 4.2.4, 4.2.5.1) 03-12. *Operational Level Agreement* (OLA) (SD 4.2.4) 03-13. *Contract* (SD 4.7.5.1) 03-14. *Service Design Package* (SD Appendix A) 03-15. *Availability* (SD 4.4.4) 03-16. *Service Knowledge Management System (SKMS)* (ST 4.7.4.2) 03-17. *Configuration Item (CI)* (ST 4.3.4.2) 03-18. *Configuration Management System* (ST 4.3.4.3) 03-19. *Definitive Media Library (DML)* (ST 4.3.4.3) 03-20. *Service Change* (ST 4.2.2) 03-21. *Change* types (Normal, *Standard* and *Emergency*) (ST 4.2.6.1, 4.2.4.5, 4.2.6.9) 03-22. *Release Unit* (ST 4.4.4.1) 03-23. Concept of Seven R's of *Change Management* (ST 4.2.6.4); no requirement to learn list 03-24. *Event* (SO 4.1 1st para) 03-25. *Alert* (SO Glossary) 03-26. *Incident* (SO 4.2) 03-27. *Impact*, *Urgency* and *Priority* (SO 4.2.5.4, 4.4.5.4) 03-28. *Service Request* (SO 4.3) 03-29. *Problem* (SO 4.4) 03-30. *Workaround* (SO 4.4.5.6) 03-31. *Known Error* (SO 4.4.5.7) 03-32. *Known Error Data Base (KEDB)* (SO 4.4.7.2) 03-33. The role of communication in *Service Operation* (SO 3.6) 03-34. *Service Assets* (SS 3.2) 03-35. Release policy (ST 4.1.4.2) *It is recommended that this unit is covered as part of the training in the other*

Unit	Content
	units. *The recommended study period for this unit is minimum 1.0 hours.*

ITILFND04	**Key Principles and Models**
	
	The purpose of this unit is to help the candidate to comprehend and account for the key principles and *models* of *Service Management* and to balance some of the opposing forces within *Service Management*.
	
	Specifically, candidates must be able to:
	
	Service Strategy
	
	    04-2. Describe basics of *Value Creation* through *Services* (SS 3.1.1, 3.1.2)
	
	Service Design
	
	    04-3. Understand the importance of People, *Processes*, Products and Partners for *Service Management* (SD 2.4.2)
	    04-4. Understand the five major aspects of *Service Design* (SD 2.4.2):
	
	        • *Service Portfolio* Design
	        • Identification of *Business Requirements*, definition of *Service Requirements* and *design* of *Services*
	        • Technology and architectural *design*
	        • *Process design*
	        • Measurement *design*
	
	Continual Service Improvement
	
	    04-8. Explain the *Plan, Do, Check and Act* (PDCA) *Model* to control and manage *quality* (CSI 3.6, 5.5.1, Fig 5.6)
	    04-9. Explain the *Continual Service Improvement Model* (CSI 2.4.4, Fig 2.3)
	    04-10. Understand the role of measurement for *Continual Service Improvement* and explain the following key elements:
	
	        • The role of KPIs in the Improvement Process (CSI 4.1.2)
	        • *Baselines* (CSI 3.7.1)
	        • Types of *metrics* (technology *metrics*, process *metrics*, service *metrics*) (CSI 4.1.2)
	
	The recommended study period for this unit is minimum 1.5 hours.

ITILFND05	**Processes** The purpose of this unit is to help the candidate understand how the *Service Management processes* contribute to the *Service Lifecycle*, to explain the high level *objectives*, *scope*, basic concepts, *activities* and challenges for five of the core *processes*, and to state the *objectives* and some of the basic concepts for thirteen of the remaining *processes* including how they relate to each other. The list of activities to be included from each process is the minimum required and

Unit	Content

	should not be taken as an exhaustive list.
	
	Specifically, candidates must be able to:
	
	Service Strategy
	
	State the _objectives_ and basic concepts for:
	
	    05-21. *Demand Management* (SS 5.5)
	
	        The following list must be covered:
	
	        • Challenges in managing demand for Services (SS 5.5.1)
	        • Activity-based Demand Management (Patterns of business activity (PBAs) (SS 5.5.2)
	        • Business activity patterns and user profiles (SS 5.5.3)
	
	    05-22. *Financial Management* (SS 5.1 Intro, 5.1.2 Intro*)*
	
	        • Business case
	
	Service Design
	
	Explain the high level _objectives_, basic concepts, process _activities and relationships for:_
	
	    05-31. *Service Level Management (SLM)* (SD 4.2.1, 4.2.2, 4.2.5, 4.2.5.1 - 9, CSI 3.5)
	
	        The following list must be covered:
	
	        • Service-based SLA
	        • Multi-level SLAs
	        • Service level requirements (SLRs)
	        • SLAM chart
	        • Service review
	        • Service improvement plan (SIP)
	
	State the _objectives_ and basic concepts for:
	
	    05-41. *Service Catalogue* Management (SD 4.1 Intro, 4.1.1, 4.1.4)
	
	    05-42. *Availability Management* (SD 4.4.1, 4.4.4)
	
	        • Service availability
	        • Component availability
	        • Reliability
	        • Maintainability
	        • Serviceability
	
	    05-43. *Information Security Management (ISM)* (SD 4.6 Intro, 4.6.1, 4.6.4)
	
	        • Security framework (SD 4.6.4.1)
	        • Information security policy (SD 4.6.4.2)

Unit	Content

	• Information security management system (ISMS) (SD 4.6.4.3)
	
	05-44. *Supplier Management* (SD 4.7 Intro, 4.7.1)
	
	    • Supplier Contract Database (SCD) (SD 4.7.4)
	
	05-45. *Capacity Management* (SD 4.3.1, 4.3.4)
	
	    • Capacity plan
	    • Business capacity management
	    • Service capacity management
	    • Component capacity management
	
	05-46. *IT Service Continuity Management* (SD 4.5.1, 4.5.4)
	
	    • Business Continuity Plans
	    • Business Continuity Management
	    • Business Impact Analysis
	    • Risk Analysis
	
	Service Transition
	
	Explain the high level *objectives*, basic concepts, process *activities* and relationships for:
	
	05-51. *Change Management* (ST 4.2)
	
	    • Types of change request (ST 4.2.4.3, Table 4.3)
	    • Change process models and workflows (ST 4.2.4.4)
	    • Standard change (ST 4.2.4.5)
	    • Remediation Planning (ST 4.2.5)
	    • Change Advisory Board / Emergency Change Advisory Board (ST 4.2.6.8)
	
	05-52. *Service Asset and Configuration Management (SACM)* (ST 4.3.1, 4.3.4, 4.3.5) to include:
	
	    • The Configuration Model
	    • Configuration items
	    • Configuration Management System (CMS)
	    • Definitive Media Library
	    • Configuration baseline
	
	State the *objectives* and basic concepts for:
	
	05-61. *Release and Deployment Management* (ST 4.4.1, 4.4.4)
	
	05-62. *Knowledge Management* (ST 4.7 Intro, 4.7.1, 4.7.4)
	
	    • *DIKW & SKMS*

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Unit	Content

	Service Operation
	
	 Explain the high level *objectives*, basic concepts, process *activities* and relationships for:
	
	     05-71. *Incident Management* (SO 4.2, Fig 4.2)
	
	     05-72. *Problem Management* (SO 4.4, Fig 4.4), not PM techniques
	
	 State the *objectives* and basic concepts for:
	
	     05-81. *Event Management* (SO 4.1 Intro, 4.1.1, 4.1.4)
	
	     05-82. *Request Fulfilments* (SO 4.3 Intro, 4.3.1, 4.3.4)
	
	     05-83. *Access Management* (SO 4.5 Intro, 4.5.1, 4.5.4)
	
	 The recommended study period for this unit is minimum 10.0 hours.

ITILFND06	**Functions**
	
	 The purpose of this unit is to help the candidate to explain the *role*, *objectives* and *organizational* structures of the *Service Desk function,* and to state the *role*, *objectives* and overlap of three other *functions*.
	
	 Specifically, candidates must be able to:
	
	     06-1. Explain the *role*, *objectives* and *organizational* structures for
	
	         • The *Service Desk function* (SO 6.2)
	
	     06-2. State the *role*, *objectives* and *organizational* overlap of:
	
	         • The *Technical Management function* (SO 6.1, 6.3 Intro, 6.3.1, 6.3.2)
	         • The *Application Management function* (SO 6.5 Intro, 6.5.1, 6.5.2)
	         • The *IT Operations Management function* (*IT Operations Control* and *Facilities Management*) (SO 6.4 Intro, 6.4.1, 6.4.2)
	
	 The recommended study period for this unit is minimum 1.0 hours.

ITILFND07	**Roles**
	
	 The purpose of this unit is to help the candidate to account for and to be aware of the responsibilities of some of the key *roles* in *Service Management.*
	
	 Specifically, candidates must be able to:
	
	     07-1. Account for the *role* and the responsibilities of the
	
	         • *Process owner* (SD 6.4 Intro, 6.4.1)

Unit	Content
	• *Service owner* (CSI 6.1 Intro, 6.1.4) 07-2. Recognize the *RACI* model and explain its role in determining *organizational* structure. (SD 6 Intro, CSI 6.2 – not RASI-VS or RASCI) ***The recommended study period for this unit is minimum 30 minutes.***
ITILFND08	**Technology and Architecture** The purpose of this unit is to help the candidate to 08-2. Understand how *Service* Automation assists with integrating *Service Management* processes (SS 8.1) ***It is recommended that this unit is covered as part of the training in the other units.***
ITILFND09	**ITIL Qualification scheme** The purpose of this unit is to help the candidate to 09-1. Explain the ITIL *Qualification* scheme, distinguish between the purposes of the two intermediate streams, mention the included certificates, ITIL Expert and ITIL Master, and understand the different options for further training. ***The recommended study period for this unit is minimum 15 minutes.***
ITILFND10	**Mock exam** The purpose of this unit is to help the candidate to pass the ITIL Foundation exam. Specifically, candidates must: 10-1. Sit minimum one ITIL Foundation mock exam. ***The recommended study period for this unit is minimum 2.0 hours inclusive of revision.***

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 choice, 40 questions. The questions are selected from the full ITIL Foundation in IT Service Management examination question bank.
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 ITIL Foundation training is strongly recommended, but is not a prerequisite.
Supervised	Yes
Open Book	No
Pass Score	65% (26 out of 40)
Distinction Score	None
Delivery	Online or Paper Based. Examination agent facility with a proof of education providers.