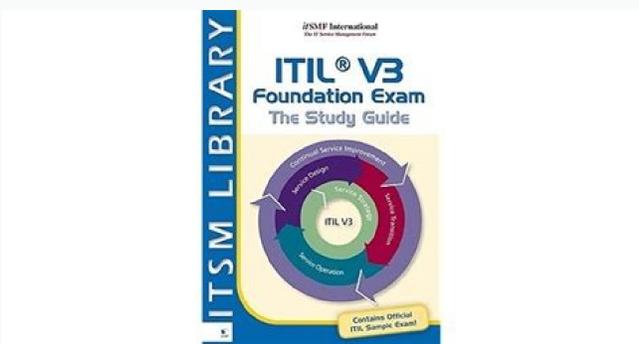
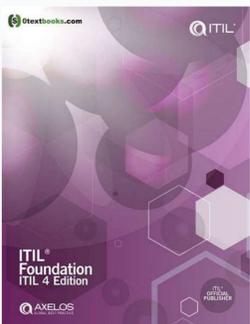


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Time limit: One hour. Lastly, for students requiring a fully immersive experience, countless training companies offer accredited ITIL V3 Foundation training, which often includes the Foundation exam at the end of class. This ITIL Foundation Certificate is the entry-level certification of the ITIL framework and is the first step to achieving the ITIL Expert certification. Remember, everyone in information technology had to start somewhere. Currently, the books are in their third version (V3), which are a good deal different than their predecessor. They develop and publish quality education books for various courses and competitive examinations. About John Wiley & Sons John Wiley & Sons is one of the foremost publishing houses. Some questions offer a list of options and ask students to choose the one incorrect answer. The ITIL Group on LinkedIn is a good place to ask questions; however, it's best to search the group to make sure those questions haven't already been answered for you. This book especially helps Incident Managers, for whom the certification is essential. Your learning will begin when QA sends you the manual or the day the course starts, whichever comes first. Some sub-processes have been deleted from V2 and many processes have been added to V3. You won't get exact questions or answers, but you will get a real feel for the exam. You'll learn about the Service Value System (SVS) - which describes how all the components and activities of an organisation work together as a system to enable value creation. Do not rely on your old V2 training to get you through a V3 exam; the differences are significant. Studies have shown that a student's first hunch is often the correct answer. Many students enjoy classroom training because it eliminates many common distractions. As part of our service to you, we have developed this Exam Profile series. Look at the exam requirements on the syllabus and highlight the terms that are unfamiliar to you; this will help you set up a study plan for yourself. Next, don't be afraid to do some online research and ask questions. Earning your ITIL V3 Foundation certification not only provides you with industry-recognized global credentials, but also proves that you have a foundational knowledge of IT Service Management basic concepts, structure, core principles, processes, and vocabulary. Preparation Hints You are going to be tested on your knowledge of the ITIL books, so owning the books is a good idea. Exam Details Number of questions: 40 Type of questions: Multiple choice Passing score: 65% (26 out of 40 questions answered correctly). Alternately, I created a book/DVD set called ITIL V3 Foundation Exam Video Mentor that leads students through the entire exam syllabus point by point to ensure students thoroughly understand all exam topics. The course culminates in a one-hour multiple-choice examination for the ITIL® 4 Foundation Certificate and is a pre-requisite for the further training in ITIL® 4. The books are compiled by experts and professionals in their respective fields. Exam questions are multiple choice, with four answers from which to choose. Closed book: No notes are permitted during exam session. Recommended Study Resources The official version of the ITIL V3 Foundation Certificate Syllabus from Download an official sample exam (called a "sample paper") from . Instructors will welcome the opportunity to work one-on-one to help you prepare for the exam, review the material, and answer your questions. (EXIN and ISEB are two organizations who create official ITIL Foundation exams. All rights reserved. Each profile is developed based on the testing experience of one of our trainers or authors. If you find yourself obsessing over an answer and changing it many times, go with your gut. Information Technology Infrastructure Library exam is the decisive certification for those who wish to make career in the IT service management sector. The ITIL course on this page is offered by QA Affiliate of AXELOS Limited. What does the Certification cover? How to register: If students have not taken a formal class and have instead chosen the self-study route, students can take the exam at either a Prometric or Pearson VUE testing center; both have locations worldwide. On this microcredential, you'll learn about the guiding principles of ITIL® 4, and how to provide high-level professional IT Service Management. For the ITIL Foundation Certificate in Service Management exam, you should get a copy of the official version of the ITIL V3 Foundation Certificate Syllabus from . ITIL V3 is comprised of five books: Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement. If you have previous experience in ITIL Version 2, be aware that some common terms have been updated in V3. Liz Gallacher and Helen Morris's ITIL Foundation Exam Study Guide, published by John Wiley & Sons, is a comprehensive book for those who aspire to excel in the ITIL Foundation Exam. For any exam, always go to the source of the exam. If you need some live assistance, search the Internet for freelance ITIL instructors. ITIL4 Foundation is a registered trade mark of AXELOS Limited. Format: Students taking the exam as part of an accredited, instructor-led training class will be given the exam in either a paper-based format or a web-based format, depending on the arrangement the instructor has with the certifying body issuing the exam. It is a pass/fail exam. However, some questions are formatted with possible answers: "A) 1 only; B) 1, 3, and 4; C) 1, 2, 4; D) All of the above." Read these questions and answers carefully. Each profile describes question forms, trouble spots, hints for exam preparation, and recommendations for additional study resources. It teaches the fundamentals of the latest version of ITIL, and getting the certification is key for anyone looking for a career in IT service management. You'll also learn core project management principles. What is the ITIL® 4 Foundation Certificate? A quick search for "ITIL" on a popular technical employment website yields well over 1000 results, supporting that ITIL is now considered required knowledge for working in today's IT environments. Though the books are expensive, you can often purchase them used for a bit less money. What is the ITIL®? The exam objectives are listed later in this article as well as downloadable from the ITIL official site. Proctor: The exam will be supervised by an accredited exam supervisor/proctor. Because ITIL is a set of books, it is wise to purchase the five core ITIL publications (Service Strategy, Service Design, Service Transition, Service Operation, and Continual Service Improvement) from your favorite bookseller. The ITIL® 4 Foundation Certificate course provides comprehensive first-level training for anyone involved in the provision, support, or delivery of IT-enabled services in a modern digital organisation. ITIL is the accepted international standard for IT Service Management. Like this article? Some of the books published under their banner are GMAT Verbal Review, Timeless Leadership: 18 Leadership Sutras from The Bhagavad Gita, GMAT Quantitative Review, Fundamentals of Microelectronics, and CMOS: Circuit Design, Layout, and Simulation. Pearson Certification provides a variety of exam preparation tools to help our customers in their quest for certification. Be sure to read the question carefully so you know what is being asked of you. EXIN exams are more popular in the USA; ISEB tends to be more popular in the UK.) Trouble Spots ITIL is a set of books, and these books go through revisions every few years. However, these classes are often expensive. The bulk of the ITIL V3 Foundation exam will focus on Service Design, Service Transition, and Service Operation; however, you should be prepared for a few tricky Service Strategy and CSI questions as well. You'll explore key concepts in the ITIL® 4 framework that build upon Lean, Agile, DevOps, and other practices, and how these enable business value to be created. It proves that you understand the basic concepts contained within the five books of the IT Infrastructure Library (ITIL). There are many ITIL-related forums, and chances are your question(s) have already been asked and answered by others. Make sure you are studying ITIL Version 3, and not ITIL Version 2 (V2)! Although ITIL V2 Foundation exams are no longer offered, there is still plenty of ITIL V2-related material living on in perpetuity the Internet, so be sure you know what you're reading. If the objectives are totally foreign to you, don't be too discouraged; it just means that you'll need to read up to get the knowledge you need. Note that ITIL exams will not be listed on these sites under "ITIL" but instead will be listed under "EXIN" and/or "ISEB." Be sure to search using those terms when registering for the exam. Please note £215.50 of this Microcredential is non-refundable due to costs being incurred at the point of enrolment. You'll come away ITIL® certified by QA - an Axelos accredited training organisation - and ready to further an exciting career in a thriving sector. When studying, be sure you understand the value proposition each phase of the lifecycle provides to the business; you will most likely be asked a question or two on this topic. Students taking the exam in a language other than their native tongue AND in a country where the language of the exam is not a business language in that country are permitted an extra 15 minutes and the use of a dictionary for the exam. They can also be purchased in PDF format, which makes searching the books much easier. We recommend The ITIL® Foundation Certificate in IT Service Management (also informally known as the ITIL V3 Foundation Certification) is a highly sought after certification among IT professionals and business managers worldwide.

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