

## Document Control Information

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4.1	All ITIL Examination Institutes
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**Professional Qualifications for**

**ITIL® PRACTICES FOR SERVICE MANAGEMENT**

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



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ITIL V3 Foundation Certificate Syllabus\_v4.3 – May 2010

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

Unit	Content
	<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><b><i>It is recommended that this training is covered within other units.</i></b></p> <p><b><i>The recommended study period for this unit is minimum 1.0 hours.</i></b></p>
ITILFND03	<p><b>Generic concepts and definitions</b></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> <ul style="list-style-type: none"> <li>03-1. <i>Utility and Warranty</i> (SS 2.2.2 )</li> <li>03-2. <i>Resources, Capabilities and Assets</i> (SS 3.2.1)</li> <li>03-3. <i>Service Portfolio</i> (SS 4.2.3, SD 3.6.2 – to end of 1st bullet list)</li> <li>03-4. <i>Service Catalogue (Business Service Catalogue and Technical Service Catalogue)</i> (SS 4.2.3.1, SD 4.1.4)</li> <li>03-5. The role of <i>IT Governance</i> across the <i>Service Lifecycle</i> (CSI 3.10 All)</li> <li>03-6. <i>Business Case</i> (SS 5.2.1 Intro, CSI 4.4.1)</li> <li>03-7. <i>Risk</i> (SS 9.5.1, CSI 5.6.3)</li> <li>03-9. <i>Service Provider</i> (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)</li> <li>03-10. <i>Supplier</i> (SD 4.2.4, 4.7.2)</li> <li>03-11. <i>Service Level Agreement (SLA)</i> (SD 4.2.4, 4.2.5.1)</li> <li>03-12. <i>Operational Level Agreement (OLA)</i> (SD 4.2.4)</li> <li>03-13. <i>Contract</i> (SD 4.7.5.1)</li> <li>03-14. <i>Service Design Package</i> (SD Appendix A)</li> <li>03-15. <i>Availability</i> (SD 4.4.4)</li> <li>03-16. <i>Service Knowledge Management System (SKMS)</i> (ST 4.7.4.2)</li> <li>03-17. <i>Configuration Item (CI)</i> (ST 4.3.4.2)</li> <li>03-18. <i>Configuration Management System</i> (ST 4.3.4.3 )</li> <li>03-19. <i>Definitive Media Library (DML)</i> (ST 4.3.4.3)</li> <li>03-20. <i>Service Change</i> (ST 4.2.2)</li> <li>03-21. <i>Change</i> types (Normal, <i>Standard</i> and <i>Emergency</i>) (ST 4.2.6.1, 4.2.4.5, 4.2.6.9)</li> <li>03-22. <i>Release Unit</i> (ST 4.4.4.1)</li> <li>03-23. Concept of Seven R's of <i>Change Management</i> (ST 4.2.6.4); no requirement to learn list</li> <li>03-24. <i>Event</i> (SO 4.1 1<sup>st</sup> para)</li> <li>03-25. <i>Alert</i> (SO Glossary)</li> <li>03-26. <i>Incident</i> (SO 4.2)</li> <li>03-27. <i>Impact, Urgency and Priority</i> (SO 4.2.5.4, 4.4.5.4)</li> <li>03-28. <i>Service Request</i> (SO 4.3)</li> <li>03-29. <i>Problem</i> (SO 4.4)</li> <li>03-30. <i>Workaround</i> (SO 4.4.5.6)</li> <li>03-31. <i>Known Error</i> (SO 4.4.5.7)</li> <li>03-32. <i>Known Error Data Base (KEDB)</i> (SO 4.4.7.2)</li> <li>03-33. The role of communication in <i>Service Operation</i> (SO 3.6)</li> <li>03-34. <i>Service Assets</i> (SS 3.2)</li> <li>03-35. Release policy (ST 4.1.4.2)</li> </ul> <p><b><i>It is recommended that this unit is covered as part of the training in the other units.</i></b></p> <p><b><i>The recommended study period for this unit is minimum 1.0 hours.</i></b></p>

Unit	Content
ITILFND04	<p data-bbox="418 239 735 268"><b>Key Principles and Models</b></p> <p data-bbox="418 306 1385 390">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 data-bbox="418 428 862 457">Specifically, candidates must be able to:</p> <p data-bbox="418 491 618 520"><b>Service Strategy</b></p> <p data-bbox="459 554 1300 583">04-2. Describe basics of <i>Value Creation</i> through <i>Services</i> (SS 3.1.1, 3.1.2)</p> <p data-bbox="418 617 602 646"><b>Service Design</b></p> <p data-bbox="459 680 1385 743">04-3. Understand the importance of People, <i>Processes</i>, Products and Partners for <i>Service Management</i> (SD 2.4.2)</p> <p data-bbox="459 743 1252 772">04-4. Understand the five major aspects of <i>Service Design</i> (SD 2.4.2):</p> <ul data-bbox="540 806 1252 982" style="list-style-type: none"> <li>• <i>Service Portfolio</i> Design</li> <li>• Identification of <i>Business Requirements</i>, definition of <i>Service Requirements</i> and <i>design of Services</i></li> <li>• Technology and architectural <i>design</i></li> <li>• <i>Process design</i></li> <li>• Measurement <i>design</i></li> </ul> <p data-bbox="418 1016 797 1045"><b>Continual Service Improvement</b></p> <p data-bbox="459 1079 1385 1142">04-8. Explain the <i>Plan, Do, Check and Act</i> (PDCA) <i>Model</i> to control and manage <i>quality</i> (CSI 3.6, 5.5.1, Fig 5.6)</p> <p data-bbox="459 1142 1312 1171">04-9. Explain the <i>Continual Service Improvement Model</i> (CSI 2.4.4, Fig 2.3)</p> <p data-bbox="459 1171 1385 1234">04-10. Understand the role of measurement for <i>Continual Service Improvement</i> and explain the following key elements:</p> <ul data-bbox="540 1268 1385 1373" style="list-style-type: none"> <li>• The role of KPIs in the Improvement Process (CSI 4.1.2)</li> <li>• <i>Baselines</i> (CSI 3.7.1)</li> <li>• Types of <i>metrics</i> (technology <i>metrics</i>, process <i>metrics</i>, service <i>metrics</i>) (CSI 4.1.2)</li> </ul> <p data-bbox="418 1407 1214 1436"><b>The recommended study period for this unit is minimum 1.5 hours.</b></p>
ITILFND05	<p data-bbox="418 1465 548 1495"><b>Processes</b></p> <p data-bbox="418 1528 1385 1675">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</i>, <i>scope</i>, basic concepts, <i>activities</i> and challenges for five of the core <i>processes</i>, and to state the <i>objectives</i> and some of the basic concepts for thirteen of the remaining <i>processes</i> including how they relate to each other.</p> <p data-bbox="418 1709 1385 1772">The list of activities to be included from each process is the minimum required and should not be taken as an exhaustive list.</p> <p data-bbox="418 1801 862 1831">Specifically, candidates must be able to:</p>

Unit	Content
	<p data-bbox="418 222 618 247"><b>Service Strategy</b></p> <p data-bbox="418 279 943 304"><b>State the objectives and basic concepts for:</b></p> <p data-bbox="459 342 889 367">05-21. <i>Demand Management</i> (SS 5.5)</p> <p data-bbox="540 405 922 430">The following list must be covered:</p> <ul data-bbox="540 468 1320 590" style="list-style-type: none"> <li>• Challenges in managing demand for Services (SS 5.5.1)</li> <li>• Activity-based Demand Management (Patterns of business activity (PBAs) (SS 5.5.2)</li> <li>• Business activity patterns and user profiles (SS 5.5.3)</li> </ul> <p data-bbox="459 627 1081 653">05-22. <i>Financial Management</i> (SS 5.1 Intro, 5.1.2 Intro)</p> <ul data-bbox="540 690 748 716" style="list-style-type: none"> <li>• Business case</li> </ul> <p data-bbox="418 753 597 779"><b>Service Design</b></p> <p data-bbox="418 816 1383 871"><b>Explain the high level objectives, basic concepts, process activities and relationships for:</b></p> <p data-bbox="459 909 1357 968">05-31. <i>Service Level Management (SLM)</i> (SD 4.2.1, 4.2.2, 4.2.5, 4.2.5.1 - 9, CSI 3.5 )</p> <p data-bbox="540 1005 922 1031">The following list must be covered:</p> <ul data-bbox="540 1068 963 1245" style="list-style-type: none"> <li>• Service-based SLA</li> <li>• Multi-level SLAs</li> <li>• Service level requirements (SLRs)</li> <li>• SLAM chart</li> <li>• Service review</li> <li>• Service improvement plan (SIP)</li> </ul> <p data-bbox="418 1278 943 1304"><b>State the objectives and basic concepts for:</b></p> <p data-bbox="459 1341 1190 1367">05-41. <i>Service Catalogue Management</i> (SD 4.1 Intro, 4.1.1, 4.1.4)</p> <p data-bbox="459 1404 1008 1430">05-42. <i>Availability Management</i> (SD 4.4.1, 4.4.4)</p> <ul data-bbox="540 1467 837 1614" style="list-style-type: none"> <li>• Service availability</li> <li>• Component availability</li> <li>• Reliability</li> <li>• Maintainability</li> <li>• Serviceability</li> </ul> <p data-bbox="459 1652 1292 1677">05-43. <i>Information Security Management (ISM)</i> (SD 4.6 Intro, 4.6.1, 4.6.4 )</p> <ul data-bbox="540 1715 1268 1808" style="list-style-type: none"> <li>• Security framework (SD 4.6.4.1)</li> <li>• Information security policy (SD 4.6.4.2)</li> <li>• Information security management system (ISMS) (SD 4.6.4.3)</li> </ul> <p data-bbox="459 1845 1016 1871">05-44. <i>Supplier Management</i> (SD 4.7 Intro, 4.7.1)</p>

Unit	Content
	<ul style="list-style-type: none"> <li>• Supplier Contract Database (SCD) (SD 4.7.4)</li> </ul> <p>05-45. <i>Capacity Management</i> (SD 4.3.1, 4.3.4)</p> <ul style="list-style-type: none"> <li>• Capacity plan</li> <li>• Business capacity management</li> <li>• Service capacity management</li> <li>• Component capacity management</li> </ul> <p>05-46. <i>IT Service Continuity Management</i> (SD 4.5.1, 4.5.4)</p> <ul style="list-style-type: none"> <li>• Business Continuity Plans</li> <li>• Business Continuity Management</li> <li>• Business Impact Analysis</li> <li>• Risk Analysis</li> </ul> <p><b>Service Transition</b></p> <p><b>Explain the high level objectives, basic concepts, process activities and relationships for:</b></p> <p>05-51. <i>Change Management</i> (ST 4.2)</p> <ul style="list-style-type: none"> <li>• Types of change request (ST 4.2.4.3, Table 4.3)</li> <li>• Change process models and workflows (ST 4.2.4.4)</li> <li>• Standard change (ST 4.2.4.5)</li> <li>• Remediation Planning (ST 4.2.5)</li> <li>• Change Advisory Board / Emergency Change Advisory Board (ST 4.2.6.8)</li> </ul> <p>05-52. <i>Service Asset and Configuration Management (SACM)</i> (ST 4.3.1, 4.3.4, 4.3.5) to include:</p> <ul style="list-style-type: none"> <li>• The Configuration Model</li> <li>• Configuration items</li> <li>• Configuration Management System (CMS)</li> <li>• Definitive Media Library</li> <li>• Configuration baseline</li> </ul> <p><b>State the objectives and basic concepts for:</b></p> <p>05-61. <i>Release and Deployment Management</i> (ST 4.4.1, 4.4.4)</p> <p>05-62. <i>Knowledge Management</i> (ST 4.7 Intro, 4.7.1, 4.7.4)</p> <ul style="list-style-type: none"> <li>• DIKW &amp; SKMS</li> </ul> <p><b>Service Operation</b></p> <p><b>Explain the high level objectives, basic concepts, process activities and relationships for:</b></p> <p>05-71. <i>Incident Management</i> (SO 4.2, Fig 4.2)</p>



Unit	Content
	<p>05-72. <i>Problem Management</i> (SO 4.4, Fig 4.4), not PM techniques</p> <p><b>State the objectives and basic concepts for:</b></p> <p>05-81. <i>Event Management</i> (SO 4.1 Intro, 4.1.1, 4.1.4)</p> <p>05-82. <i>Request Fulfillments</i> (SO 4.3 Intro, 4.3.1, 4.3.4)</p> <p>05-83. <i>Access Management</i> (SO 4.5 Intro, 4.5.1, 4.5.4)</p> <p><b>The recommended study period for this unit is minimum 10.0 hours.</b></p>
ITILFND06	<p><b>Functions</b></p> <p>The purpose of this unit is to help the candidate to explain the <i>role, objectives</i> and <i>organizational</i> structures 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> and <i>organizational</i> structures for</p> <ul style="list-style-type: none"> <li>• The <i>Service Desk function</i> (SO 6.2)</li> </ul> <p>06-2. State the <i>role, objectives</i> and <i>organizational</i> overlap of:</p> <ul style="list-style-type: none"> <li>• The <i>Technical Management function</i> (SO 6.1, 6.3 Intro, 6.3.1, 6.3.2)</li> <li>• The <i>Application Management function</i> (SO 6.5 Intro, 6.5.1, 6.5.2)</li> <li>• The <i>IT Operations Management function (IT Operations Control and Facilities Management)</i> (SO 6.4 Intro, 6.4.1, 6.4.2)</li> </ul> <p><b>The recommended study period for this unit is minimum 1.0 hours.</b></p>
ITILFND07	<p><b>Roles</b></p> <p>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 <i>roles</i> in <i>Service Management</i>.</p> <p>Specifically, candidates must be able to:</p> <p>07-1. Account for the <i>role</i> and the responsibilities of the</p> <ul style="list-style-type: none"> <li>• <i>Process owner</i> (SD 6.4 Intro, 6.4.1)</li> <li>• <i>Service owner</i> (CSI 6.1 Intro, 6.1.4)</li> </ul> <p>07-2. Recognize the <i>RACI</i> model and explain its role in determining <i>organizational</i> structure. (SD 6 Intro, CSI 6.2 – not RASI-VS or RASCI)</p> <p><b>The recommended study period for this unit is minimum 30 minutes.</b></p>
ITILFND08	<p><b>Technology and Architecture</b></p>

Unit	Content
	<p>The purpose of this unit is to help the candidate to</p> <p>08-2. Understand how <i>Service Automation</i> assists with integrating <i>Service Management</i> processes (SS 8.1)</p> <p><b><i>It is recommended that this unit is covered as part of the training in the other units.</i></b></p>
ITILFND09	<p><b>ITIL Qualification scheme</b></p> <p>The purpose of this unit is to help the candidate to</p> <p>09-1. Explain the ITIL <i>Qualification</i> 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.</p> <p><b><i>The recommended study period for this unit is minimum 15 minutes.</i></b></p>
ITILFND10	<p><b>Mock exam</b></p> <p>The purpose of this unit is to help the candidate to pass the ITIL Foundation exam.</p> <p>Specifically, candidates must:</p> <p>10-1. Sit minimum one ITIL Foundation mock exam.</p> <p><b><i>The recommended study period for this unit is minimum 2.0 hours inclusive of revision.</i></b></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 choice, 40 questions. The questions are selected from the full ITIL Foundation in IT Service Management examination question bank.
Duration	Maximum 60 minutes for all candidates in their respective language
Provisions for Additional Time relating to language	Candidates completing an exam:- <ul style="list-style-type: none"><li>• in a language that is not their mother tongue, <b>and</b></li><li>• in a country where the language of the exam is <b>not</b> a business language in the country,</li></ul> have a maximum of 75 minutes to complete the exam 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.