



**ITIL® Service Management Practices:
ITIL® Master Qualification in IT Service Management
Frequently Asked Questions (FAQs)
May 2012**

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No	Question	Answer	Document refs.
Requirements Coverage			
1	Do I have to cover every item listed in the Requirements and Scope Documents	All of the common requirements in section 3 of the Requirements and Scope document are mandatory and candidates must address each requirement within their Work Package. Appropriate evidence to support claims made should be provided in the Work Package and/or supporting documents / Appendices to the Work Package.	Work Package Requirements and Scope - Section 3
2	Must all requirements be covered in one assignment?	No - it is unlikely that experienced professionals will have been involved in a single project that can provide adequate scope to fulfil all criteria and requirements, although it is recommended that candidates use no more than 4 assignments to outline their experience.	Work Package Requirements and Scope – Section 2 and 3
3	Should I include more elements in areas where I have not covered all concepts within an element (eg Service Portfolio)?	It is recommended that candidates select Elements where they can demonstrate the complete coverage. There is scope to include lower weighted elements, if required, but it would be easier to include level 3 elements where you can provide evidence for all supporting concepts.	Work Package Requirements and Scope – Section 4
Assessment criteria			
4	Will I be assessed on how well I can write?	The most important thing to consider about your Work Package is that it is clear and well presented; use of good grammar and appropriate composition will aid this but it is not part of the assessment. Detailed information about presentation and structure are available in the candidate guidelines and a template has been provided to demonstrate what is required and in what format. The best advice might be to produce your report as though you were doing it as a report for your senior management – use the same amount of care and attention to detail	
5	How much detail should I use?	You need to ensure that you use as much information as necessary to clearly demonstrate your capabilities in the requirements, keeping to the guidelines on word count. You can include appendices if appropriate, however these appendices must be relevant and	Work Package Requirements and Scope

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		concise and not just added to provide volume.	
ITIL Content and Work Experience			
6	Can I refer to techniques from outside ITIL?	Yes, adapting or extending IT Service Management techniques, or integrating them with other disciplines, is an aspect of making practical use of ITSM in real work places and hence is suitable material for the ITIL Master. Candidates must make sure that all methods and techniques used are properly referenced and acknowledged.	
7	Can some work be in the past?	The work your chosen assignment/s are based on can have been conducted in the past, as well as work which is due to commence or is ongoing (in other words, taking place in parallel with your ITIL Master application process), so long as you are able to meet all the requirements and they link to the current version of ITIL (published in 2007 or the 2011 edition), there is no time limit on this.	
8	Can I include work based on earlier versions of ITIL?	As this qualification is based on the current version of ITIL and the criteria and requirements have been created from the service lifecycle approach, you will need to ensure that the assignments you are considering genuinely demonstrates your experiences in these terms. Candidates should also ensure they use current terminology when documenting their experience.	Work Package Requirements and Scope, Section 2 Scope 3
9	How involved should you be to be responsible and actively involved ?	Responsible - Coaching, mentoring, managing, and supervising are all things that we would expect you to have done in one form or another Actively involved - It is critical that you will have had hands-on practical experience, so the role you play within the content of your work package must detail your active involvement.	
10	If I have always been a trainer for ITIL will I be able to apply for this qualification?	The requirements for this qualification require candidates to prove their practical application of the ITIL concepts so someone who has only ever trained ITIL will not be able to meet all the requirements. However it should be noted that there is no time limit on when the assignments were undertaken, so if you have applied the Service Lifecycle approach in a practical sense in the past and can demonstrate how you would apply the current version	Work Package Requirements and Scope

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		of ITIL concepts, it may be possible for you to apply.	
Administration			
11	How long do I have to complete the Proposal after my Application has been accepted?	You will need to complete the whole programme in 24 months, so it is recommended that the proposal is submitted within 6 months of the application being accepted, leaving at least 14 months to complete the Work Package, taking into account the time required for marking and the interview.	Candidate Guidelines
12	Can additional material be included once the Work Package has been submitted?	No new or changed material can be submitted at this stage of the Work Package unless a candidate Work Package has undergone an initial review by their Assessor and has found to be lacking in content or supporting material. Candidates will be notified of this.	Candidate Guidelines
13	What happens if I cannot obtain a “Supporting references from individuals who can verify experience”?	In rare cases it may not be possible for individuals to get references of this nature, due to time elapsed or loss of contact with previous colleagues. In these cases other methods to validate the individual’s experience may be explored, but it is preferable that a supporting referee is provided.	
14	What is the purpose of the Sponsoring Organisations referee?	This statement is required from your organisation to confirm they are allowing you to take the qualification and giving you time to complete it. Therefore, if you are self-employed you would not need to get this reference. If you are planning to complete your work package on a client’s implementation however, it will be a requirement for the client organisation to complete a reference to confirm their acceptance, giving you permission to present relevant details of their organisation in your Work Package.	
15	How many Change Requests are permitted?	You will be allowed to make one change without incurring additional fees. Further changes will incur a fee because changes do have a financial impact on assessor availability and time.	Candidate Guidelines

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General Queries			
16	If my Work Package is acceptable and I fail the Interview will I fail the qualification?	Yes. If the Work Package meets the acceptance criteria, it is possible that there are still some weaknesses that the assessors intend to get more information about at the Interview stage; if these are still not satisfied then you will not achieve the qualification.	
17	Are the Assessors available to provide support throughout the programme?	Assessors have committed to answer queries from applicants/candidates as quickly as possible. However Assessors cannot give detailed guidance and advice on content prior to assessment. Assessors must remain impartial and independent in order to assess the Work Packages appropriately and uphold the objectivity of the assessment process.	
18	Can I exceed or not meet the word count?	The word counts should be followed as closely as possible. Assessors are looking for candidates to write clearly and succinctly and avoid including information that is not relevant to the submission or requirements. A good way to reduce the word count is to make use of diagrams or models to replace text, or use references instead of specific detail. The word count set has been determined as an appropriate length to cover the requirements so if a candidate has not met the word count, it is unlikely that their submission will be acceptable.	Candidate Guidelines
19	Is the template mandatory?	The candidate is required to use the template provided, however they can, if they wish, choose to modify the template to best reflect the assignments they are including. Irrespective of format used, candidates must clearly identify in some way which particular requirement each of their statements is addressing. This will help both the examiner in their assessment, and the candidate to ensure they have covered all of the requirements. Where the candidate describes multiple assignments, it is recommended that they use the template provided for each assignment	
20	I am submitting the qualification in a language that is not my business language. Do appendices have to be in English?	The assessor will need to understand the nature of the appendices, so there are two options for this scenario: 1) Translate the appendices at the candidates own expense 2) Provide a summary of appendix content with the appendices in English which will be reviewed by the Accreditor using a SME who speaks the language of the candidate, to	

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		verify the accuracy of the summaries. Note - this may incur additional charges.	
21	Can an education thesis on Service management be used as input for the ITIL Master programme?	The ITIL Master Certificate in ITSM has its own specific requirements and scope for certification, so unfortunately we cannot accept theses or dissertations completed to support other education routes. Candidates may find however, that their existing works can be modified to meet some of the aspects of the qualification, but all candidates who would like to apply for the ITIL Master will need to consider the requirements in detail before submitting anything for assessment.	

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