

IT Service Management Foundation (based on ITIL®)

Foundation in IT Service Management

The IT Infrastructure Library (ITIL®) contains a comprehensive description of the processes involved in managing IT infrastructures. The Foundation course introduces you to the most elementary terms and concepts of ITIL®. You are taught the importance of a systematic approach to management. This means that a process-like approach to the business organisation is used to convey the material. The ITIL® management model provides you insight into the coherence of identified processes. In addition, you are introduced to a series of basic terms and concepts used to provide substance to these processes. All of this will give you the information you need to deal with the changes that result from a (partial) implementation of ITIL® in an organisation.

After obtaining the Foundation Certificate in IT Service Management, you will have insight into:

- the importance of an IT infrastructure and of IT service for an organisation
- the process-like approach to business organisation
- the ITIL® management model
- basic terms and concepts of the processes used to manage an IT infrastructure

Target group

The examination for the Foundation Certificate is intended for people working in the field of IT Service Management. The Foundation Certificate is a prerequisite for the Practitioner's and Manager's Certificate in IT Service Management.

Two Foundation exams: ITIL® version 2 and version 3

- IT Service Management Foundation (based on ITIL®) (ITILF)
- ITIL® V3 Foundation/APMG (ITV3F)

Along with the publication of new ITIL® literature at the end of May, ITIL® version 3 was introduced. This does not mean that ITIL® version 2 will be immediately discarded. Version 2 focuses especially on the description and management of processes, something which most IT organizations at this point in time are requiring the most. Version 3 on the other hand focuses on the results you can attain if you have sorted out the processes (the services). Only a few organizations have reached that phase of maturity. This is why you can keep doing the current EXIN exam (based on version 2): IT Service Management Foundation (based on ITIL®) (ITILF) until the end of 2009. This exam is available in 15 languages, and tests knowledge of ITIL® version 2. Of course once you have obtained an IT Service Management certificate, it will never lose its value.

For more details about ITIL V3, please visit our Web site at www.exin-exams.com where you will find complete information, a specific FAQ dedicated to ITIL V3 questions and a comprehensive ITIL Refresh product sheet.



Exam information

EXIN organizes examination sessions all over the world. The registration procedure for an examination depends on whether you apply as a group or as an individual. To arrange an exam for the Foundation Certificate in IT Service Management in one of the 15 available languages, please contact EXIN at +31 30 234 25 / info@exin-exams.com.

Study

When preparing for the exam you can use the examination requirements and the sample exams. Please visit www.exin-exams.com or contact EXIN at +31 30 234 48 25 for more information.

The certificate

Your *Foundation Certificate in IT Service Management* (based on ITIL®) guarantees your understanding of the basic terms, concepts, and relationships between ITIL® processes. The Foundation Certificate in IT Service Management is an international certificate recognized by the OGC (UK Office of Government Commerce) and the ITSMF.

Training Providers

EXIN accredits organizations and training providers in order to ensure the quality of the training or education programs they provide. For anyone attending a training course, accreditation guarantees that they receive professional guidance and supervision in preparation for the independent exam. EXIN accreditation offers significant competitive advantage to individual players within the IT training sector.

EXIN is an independent examination institution; therefore EXIN does not give courses itself and is not attached to any training provider. This ensures that the examination results are judged objectively. No matter where students have taken their courses, the exam is the same for all and marking is fair and professional. Please consult our website for an overview of Accredited Training Providers worldwide.

Quality assured

EXIN is a global, independent and not-for-profit IT examination provider. It's EXIN's mission to improve the quality of the IT sector, the IT professionals and the IT users, by means of independent testing and certification. Earning an independent certificate represents solid evidence of your successful completion of the course requirements. It illustrates your dedication to becoming more competent and valuable to your organization and the customers you serve.

Exams all over the world

EXIN's popular and highly successful examinations are accessible to candidates at a time and place of their choice because the reach of EXIN is global: In addition to EXIN International

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based in the Netherlands, EXIN has regional offices all over the world. EXIN's international reach is further strengthened by strategic partnerships with international agents and authorized examination centers.

EXIN Services

Certification for international standards such as ISO/IEC 20000, ISO/IEC 27000, ITIL®, MOF, ASL, BiSL and TMap®:

- Complete qualification programs including exams, exam requirements and sample exams
- IT exams and exam requirements in 15 languages
- An internationally recognized EXIN certificate for each exam
- Computer-based testing for individual candidates and organizations worldwide at a time and place of your their choice
- Local customer services through our international EXIN service network
- Accreditation of training providers, examination centers and training material
- A full range of IT books and sample exams in the e-bookshop

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To find out more about the content of exams, exam requirements, sample exams, training organizations, partners, or online ordering from EXIN's e-bookshop, please visit: www.exin-exams.com.