

## Exam requirements

### Foundation Certificate in IT Service Management (based on ITIL®)

<b>Publication date</b>	1-04-2009
<b>Start date</b>	1-7-2005
<b>Target group</b>	IT Service Management Foundation (based on ITIL®) is intended for: <ul style="list-style-type: none"><li>• Employees involved in IT Infrastructure management who are required to work within processes that are, or will be, organized according to ITIL®.</li><li>• Candidates who wish to progress further to the Practitioner's or Manager's Certificate in IT Service Management or to certification in the area of ISO/IEC 20000. The Foundation Certificate in IT Service Management is a prerequisite for the Practitioner's or Manager's Certificate in IT Service Management.</li></ul>
<b>Prerequisites</b>	None
<b>Exemption</b>	None
<b>Examination session</b>	Referral to literature and notes is <b>not</b> permitted

<b>Exam requirements</b>	<b>Weight</b>
1. The importance of IT services and the IT infrastructure to an organization	2,5%
2. The process-based approach to the business organization	5%
3. The ITIL® processes involved in the management of the IT infrastructure and their interrelationships	62,5%
4. The basic concepts	30%

## Specification of the exam requirements

<b>1. The importance of IT services and the IT infrastructure to an organization</b>	<p>1.1 The candidate has an understanding of the importance of IT services and the IT infrastructure to an organization. The candidate can:</p> <p>1.1.1 indicate the importance of a systematic approach to the management of an IT-infrastructure:</p> <ul style="list-style-type: none"><li>• to the customers of IT services;</li><li>• to the supplier of IT services.</li></ul>
<b>2. The process-based approach to the business organization</b>	<p>2.1 The candidate has an understanding of the process-based approach to the business organization. The candidate can:</p>

- 2.1.1 name the benefits of the description of processes in an organization;
- 2.1.2 distinguish between processes and organizational units;
- 2.1.3 indicate which elements are absolutely necessary in a process description.

**3. The ITIL® processes involved in the management of the IT infrastructure and their interrelationships**

3.1 The candidate has knowledge of the following ITIL® processes involved in IT management and their interrelationships:

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Financial Management for IT Services
- Security Management
- and the function Service Desk

The candidate can:

- 3.1.1 distinguish the objectives, the activities and the results of the various ITIL® processes;
- 3.1.2 describe the interrelationships between the ITIL® processes;
- 3.1.3 give examples of data or products that are exchanged between ITIL® processes.

**4. The basic concepts**

4.1 The candidate has knowledge of the basic concepts relating to the processes ITIL® recognizes.

The candidate can:

- 4.1.1 describe the basic concepts relating to the processes ITIL® recognizes.

Basic concepts

**List of basic concepts**

- Accounting
- Activity Based Costing
- Application Sizing
- Asset Management
- Assets
- Audit
- Authorization
- Availability

Availability Management  
Budgeting  
Business Capacity Management  
Business Impact Analysis  
Business Process  
Call  
Capacity Database, CDB  
Capacity Management  
Capacity Planning  
Category  
CCTA Risk Analysis and Management Method, CRAMM  
Central Service Desk  
Change  
Change Advisory Board, CAB  
Change Management  
Charging  
CI Level  
Classification  
Component Failure Impact Analysis, CFIA  
Confidentiality  
Configuration Baseline  
Configuration Item, CI  
Configuration Management  
Configuration Management Database, CMDB  
Cost Plus  
Customer  
Definitive Hardware Store, DHS  
Definitive Software Library, DSL  
Demand Management  
Deming Circle  
Disaster  
Downtime  
Elapsed time  
Emergency Fix/Release  
Error Control  
Escalation  
Evaluation  
Expert Service Desk  
Fault, Failure  
Fault Tree Analysis, FTA  
Financial Management for IT Services  
First Line Support  
Forward Schedule of Changes, FSC  
Full Release  
Functional Escalation  
Going Rate  
Gradual Recovery, Cold Stand-By  
Hierarchical Escalation  
Identification of CI  
Immediate Recovery, Hot Stand-By

Impact  
Incident  
Incident Management  
Integrity  
Intermediate Recovery  
IT Infrastructure  
IT Service  
IT Service Continuity Management  
IT Service Management  
Known Error  
Local (distributed) Service Desk  
Maintainability  
Management  
Market Price  
Mean Time Between Failures, MTBF  
Mean Time To Repair, MTTR  
Modeling  
Monitoring  
Notional Charging  
Operational Process  
Operational Level Agreement, OLA  
Package Release  
Performance Management  
Post Implementation Review, PIR  
Priority  
Proactive Problem Management  
Problem  
Problem Control  
Problem Management  
Procedure  
Process  
Process Manager  
Quality Assurance  
Quality Control  
Reciprocal Arrangement  
Recovery  
Recovery Plan  
Release  
Release Management  
Release Policy  
Release Unit  
Reliability  
Request for Change, RFC  
Resilience  
Resource Capacity Management  
Restoration of Service  
Review  
Risk Assessment  
Rollout  
Second Line Support

Security  
Security Awareness  
Security Incidents  
Security Level  
Security Management  
Service Capacity Management  
Service Catalog  
Service Desk  
Service Improvement Program, SIP  
Service Interruption  
Service Level  
Service Level Agreement, SLA  
Service Level Management  
Service Level Requirements, SLR  
Service Quality Plan, SQP  
Service Request  
Service Specification Sheets, Spec sheets  
Service Window  
Serviceability  
Skilled Service Desk  
Status  
System Outage Analysis, SOA  
Third Line Support  
Threat  
Tuning  
Underpinning Contract, UC  
Unskilled Service Desk  
Urgency  
Urgent Change  
User  
Verification  
Virtual Service Desk  
Vulnerability  
Workaround

## Literature

### **Literature**

editors: J. van Bon, M. Pieper, A. van der Veen  
**Foundations of IT Service Management, based on ITIL®**  
Zaltbommel: ITSMF-NL/Van Haren Publishing, 2nd edition  
ISBN 90 77212 58 2

### **Additional literature**

OGC  
**Service Support**  
Norwich: The Stationery Office, 2000  
ISBN 978 0 11 330015 0

OGC

**Service Delivery**

Norwich: The Stationery Office, 2001

ISBN 978 0 11 330017 4

OGC

**Introduction to ITIL®**

Norwich: The Stationery Office, 2005

ISBN 978 0 11 330973 3

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**IT Service Management Foundation: ITIL® Study Guide**

Corinth: Gulf Stream Press, 2005

ISBN 0 9771469 0 1

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