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5.0	01 June 2011	Aligned to the 2011 edition of the ITIL core guidance
5.1	22 June 2011	Updated to reflect additional changes to core guidance
5.2	25 July 2011	Clarified wording of 08-2
5.3	September 2011	Clarified core guidance references in 04-9, 04-10 1st bullet and 05-51
5.4	July 2012	Logo and trade mark statement updates; additional references to fig 2.3 in guidance reference for 01-01 and SS Introduction 1 up to 1.1 in guidance reference for 02-02.
5.5	January 2013	Update to provisions for additional time relating to language

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Professional Qualifications for

ITIL® PRACTICES FOR SERVICE MANAGEMENT

The ITIL Foundation Certificate in IT Service M anagement SYLLABUS

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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)
- The ITIL service lifecycle (comprehension)
- Generic concepts and definitions (awareness)
- Key principles and models (comprehension)
- Selected processes (awareness)
- Selected functions (awareness)
- Selected roles (awareness)
- Technology and architecture (awareness)
- Competence and training (awareness)

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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 days is 3 when taught in a classroom environment, which can include the final exam.

The units cover the topics listed.

Unit	Content
ITILFND01	**Service management as a practice** The purpose of this unit is to help the candidate to define the concept of a service, and to comprehend and explain the concept of service management as a practice. Specifically, candidates must be able to: 01-1. Describe the concept of best practices in the public domain (SS 2.1.7, Fig 2.3) 01-2. Describe and explain why ITIL is successful (SS 1. 4) 01-3. Define and explain the concept of a service (SS 2.1.1) 01-4. Define and explain the concept of internal and external customers (SS 3.2.1.2) 01-5. Define and explain the concept of internal and external services (SS 3.2.2.3) 01-6. Define and explain the concept of service management (SS 2.1.2) 01-7. Define and explain the concept of IT service management (SS 2.1.3) 01-8. Define and explain the concept of stakeholders in service management (SS 2.1.5) 01-9. Define processes and functions (SS 2.2.2, 2.2.3.1) 01-10. Explain the process model and the characteristics of processes (SS 2.2.2, Fig 2.5) **The recommended study period for this unit is minimum 1 hour and 30 minutes.**
ITILFND02	**The ITIL service lifecycle** The purpose of this unit is to help the candidate to understand the value of the ITIL service lifecycle, how the processes integrate with each other, throughout the lifecycle and explain the objectives, scope and business value for each phase in the lifecycle

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Unit	Content
	Specifically, candidates must be able to: 02-2. Describe the structure of the ITIL service lifecycle (SS 1. Introduction up to 1.1, SS 1.2, Fig 1.1) 02-3. Account for the purpose, objectives and scope of service strategy (SS 1.1.1, 1.1.2) 02-4. Briefly explain what value service strategy provides to the business (SS 1.1.4) 02-5. Account for the purpose, objectives and scope of service design (SD 1.1.1, 1.1.2) 02-6. Briefly explain what value service design provides to the business (SD 1.1.4) 02-7. Account for the purpose, objectives and scope of service transition (ST 1.1.1, 1.1.2) 02-8. Briefly explain what value service transition provides to the business (ST 1.1.4) 02-9. Account for the purpose, objectives and scope of service operation (SO 1.1.1, 1.1.2) 02-10. Briefly explain what value service operation provides to the business (SO 1.1.4) 02-11. Account for the main purpose, objectives and scope of continual service improvement (CSI 1.1.1, 1.1.2) 02-12. Briefly explain what value continual service improvement provides to the business (CSI 1.1.4) **It is recommended that this training is covered within other units.** **The recommended study period for this unit is minimum 1 hour.**
ITILFND03	**Generic concepts and definitions** The purpose of this unit is to help the candidate to define some of the key terminology and explain the key concepts of service management. Specifically, candidates must be able to define and explain the following key concepts: 03-1. Utility and warranty (SS 2.1.6) 03-2. Assets, resources and capabilities (SS 2.2.1) 03-3. Service portfolio (SS 4.2.4.1, Fig 4.14) 03-4. Service catalogue (both two-view and three-view types) (SD 4.2.4.5, Fig. 4.4, Fig. 4.5) 03-5. Governance (SS 2.3.1) 03-6. Business case (SS 3.6.1.1) 03-7. Risk management (SS 5.6.5.1, 5.6.5.2) 03-8. Service provider (SS 2.1.4) 03-10. Supplier (SS 2.1.5) 03-11. Service level agreement (SLA) (SD 4.3.4) 03-12. Operational level agreement (OLA) (SD 4.3.4) 03-13. Underpinning contract (SD 4.8.4.2) 03-14. Service design package (SD Appendix A) 03-15. Availability (SD 4.4.4.3)

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Unit	Content
	03-16. Service knowledge management system (SKMS) (ST 4.7.4.3) 03-17. Configuration item (CI) (ST 4.3.4.2) 03-18. Configuration management system (ST 4.3.4.3) 03-19. Definitive media library (DML) (ST 4.3.4.4) 03-20. Change (ST 4.2.4.4) 03-21. Change types (standard, emergency and normal) (ST 4.2.4.3, 4.2.4.7, 4.2.5.11) 03-24. Event (SO 4.1 1st para) 03-25. Alert (Glossary) 03-26. Incident (SO 4.2 1st para) 03-27. Impact, urgency and priority (SO 4.2.5.4) 03-28. Service request (SO 4.3 1st para) 03-29. Problem (SO 4.4 1st para) 03-30. Workaround (SO 4.4.5.6) 03-31. Known error (SO 4.4.5.7) 03-32. Known error database (KEDB) (SO 4.4.7.2) 03-33. The role of communication in service operation (SO 3.6) 03-35. Release policy (ST 4.1.4.2) 03-36. Types of services (SS 3.2.2.4, Tab 3.5) 03-37. Change proposals (ST 4.2.4.6) 03-38. CSI register (CSI 3.4) 03-39. Outcomes (SS 2.1.1) 03-40. Patterns of business activity (SS 4.4.5.2) 03-41. Customers and users (SS 2.1.5) 03-42. The Deming Cycle (plan, do, check, act) (CSI 3.8, Fig 2.8) **It is recommended that this unit is covered as part of the training in the other units.**
ITILFND04	**Key principles and models** The purpose of this unit is to help the candidate to comprehend and account for the key principles and models of service management and to balance some of the opposing forces within service management. Specifically, candidates must be able to: **Service strategy** 04-2. Describe value creation through services (SS 3.2.3, 3.2.3.1,Fig 3.6, Fig 3.7, not section on “Marketing mindset”) **Service design** 04-3. Understand the importance of people, processes, products and partners for service management (SD 3.1.5, Fig 3.3) 04-4. Understand the five major aspects of service design (SD 3.1.1): • Service solutions for new or changed services • Management information systems and tools

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Unit	Content
	• Technology architectures and management architectures • The processes required • Measurement methods and metrics **Continual service improvement** 04-9. Explain the continual service improvement approach (CSI 3.1, CSI 3.1.1, Fig 3.1) 04-10. Understand the role of measurement for continual service improvement and explain the following key elements: • Relationship between critical success factors (CSF) and key performance indicators (KPI) (CSI 5.5.1) • Baselines (CSI 3.9.1) • Types of metrics (technology metrics, process metrics, service metrics) (CSI 5.5) **The recommended study period for this unit is minimum 1 hour and 30 minutes.**
ITILFND05	**Processes** The purpose of this unit is to help the candidate understand how the service management processes contribute to the ITIL service lifecycle, to explain the purpose, objectives, scope, basic concepts, activities and interfaces for four of the core processes, and to state the purpose, objectives and scope for eighteen of the remaining processes. The list of activities to be included from each process is the minimum required and should not be taken as an exhaustive list. Specifically, candidates must be able to: **Service strategy** **05-2. State the purpose, objectives and scope for:** 05-21 Service portfolio management (SS 4.2.1, 4.2.2) • The service portfolio (SS 4.2.4.1, Fig 4.14) 05-22 Financial management for IT services (SS 4.3.1, 4.3.2) • Business case (SS 3.6.1.1) 05-23 Business relationship management (SS 4.5.1, 4.5.2, Tab 4.10) **Service design** **05-3. Explain the purpose, objectives, scope, basic concepts, process**

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Unit	Content
	activities and interfaces for: 05-31 Service level management (SLM) (SD 4.3.1. 4.3.2, 4.3.6.4) The following list must be covered: • Service-based SLA (SD 4.3.5.1) • Multi-level SLAs (SD 4.3.5.1, Fig 4.7) • Service level requirements (SLRs) (SD 4.3.5.2) • SLA monitoring (SLAM) chart (SD 4.3.5.5, CSI Fig 4.4) • Service review (SD 4.3.5.6) • Service improvement plan (SIP) (SD 4.3.6.3) • The relationship between SLM and BRM (SD 4.3.2.1) **05-4. State the purpose, objectives and scope for:** 05-41 Service catalogue management (SD 4.2.1, 4.2.2) 05-42 Availability management (SD 4.4.1, 4.4.2) • Service availability (SD 4.4.4.2) • Component availability (SD 4.4.4.2) • Reliability (SD 4.4.4.3) • Maintainability (SD 4.4.4.3) • Serviceability (SD 4.4.4.3) • Vital business functions (VBF) (SD 4.4.4.3) 05-43 Information security management (ISM) (SD 4.7.1, 4.7.2) • Information security policy (SD 4.7.4.1) 05-44 Supplier management (SD 4.8.1, 4.8.2) • Supplier categories (SD 4.8.5.3, Fig 4.28) 05-45 Capacity management (SD 4.5.1, 4.5.2) • Capacity plan (SD 4.5.6.3) • Business capacity management (SD 4.5.4.3) • Service capacity management (SD 4.5.4.3) • Component capacity management (SD 4.5.4.3) 05-46 IT service continuity management (SD 4.6.1, 4.6.2) • Purpose of business impact analysis (BIA) (SD 4.6.5.2) • Risk assessment (SD 4.6.5.2) 05-47 Design coordination (SD 4.1.1, 4.1.2)

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Unit	Content
	Service transition **05-5. Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:** 05-51 Change management (ST 4.2.1, 4.2.2, 4.2.4.6, 4.2.6.4, 4.2.6.5) • Types of change request (ST 4.2.4.3) • Change models (ST 4.2.4.5) • Remediation planning (ST 4.2.4.8) • Change advisory board / emergency change advisory board (ST 4.2.5.10, 4.2.5.11) • Lifecycle of a normal change (ST 4.2.5, Fig 4.2) **05-6. State the purpose, objectives and scope for:** 05-61 Release and deployment management (ST 4.4.1, 4.4.2) • Four phases of release and deployment (ST 4.4.5, Fig 4.23) 05-62 Knowledge management (ST 4.7.1, 4.7.2) • Data-to-Information-to-Knowledge-to-Wisdom (DIKW) & SKMS (ST 4.7.4.2, 4.7.4.3, Fig 4.36) 05-63 Service asset and configuration management (SACM) (ST 4.3.1, 4.3.2,) 05-64 Transition planning and support (ST 4.1.1, 4.1.2) **Service operation** **05-7. Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:** 05-71 Incident management (SO 4.2.1, 4.2.2, 4.2.4.2, 4.2.5, 4.2.6.4) 05-72 Problem management (SO 4.4.1, 4.4.2, 4.4.4.2, 4.4.5, 4.4.6.4), not section on problem analysis techniques (4.4.4.3) **05-8. State the purpose, objectives and scope for:** 05-81 Event management (SO 4.1.1, 4.1.2) 05-82 Request fulfilment (SO 4.3.1, 4.3.2)

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Unit	Content
	05-83 Access management (SO 4.5.1, 4.5.2) **Continual service improvement** **05-9. State the purpose, objectives and scope for:** 05-91 The seven-step improvement process (CSI 3.9.3.1, 4.1, 4.1.1, 4.1.2, Fig 3.4) **The recommended study period for this unit is minimum 10 hours and 45 minutes.**
ITILFND06	**Functions** The purpose of this unit is to help the candidate to explain the role, objectives and organizational structures of the service desk function, and to state the role, objectives and overlap of three other functions. Specifically, candidates must be able to: 06-1. Explain the role, objectives and organizational structures for • The service desk function (SO 6.3, 6.3.1, 6.3.2, 6.3.3, Figs 6.2, 6.3, 6.4) 06-2. State the role and objectives of: • The technical management function (SO 6.4.1, 6.4.2) • The application management function (SO 6.6.1, 6.6.2) with application development (SO 6.6.6.1, Tab 6.2) • The IT operations management function (IT operations control and facilities management) (SO 6.5.1, 6.5.2) **The recommended study period for this unit is minimum 1 hour.**
ITILFND07	**Roles** 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 roles in service management. Specifically, candidates must be able to: 07-1. Account for the role and the responsibilities of the • Process owner (SD 6.3.2) • Process manager (SD 6.3.3) • Process practitioner (SD 6.3.4)

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Unit	Content
	• Service owner (SD 6.3.1) 07-2. Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure. (SD 3.7.4.1, tab 3.2, not RACI-VS or RASCI) **The recommended study period for this unit is minimum 45 minutes.**
ITILFND08	**Technology and architecture** The purpose of this unit is to help the candidate to: 08-2. Understand how service automation assists with expediting service management processes (SS 7.1) **It is recommended that this unit is covered as part of the training in the other units.**
ITILFND09	**Competence and training** 09-1. Competence and skills for service management (SD 6.5.1) 09-2. Competence and skills framework (SD 6.5.2) 09-3. Training (SD 6.5.3) **This unit is not examinable . The recommended period of study is 15 minutes.**
ITILFND10	**Mock exam** The purpose of this unit is to help the candidate to pass the ITIL Foundation exam. Specifically, candidates must: 10-1. Sit a minimum of one ITIL Foundation mock exam. **The recommended study period for this unit is minimum 2 hours inclusive of revision.**

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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 Certificate 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 in a language that is not their mother tongue 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	26/40 or 65%
Delivery	This examination is available in Online or Paper based format.

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