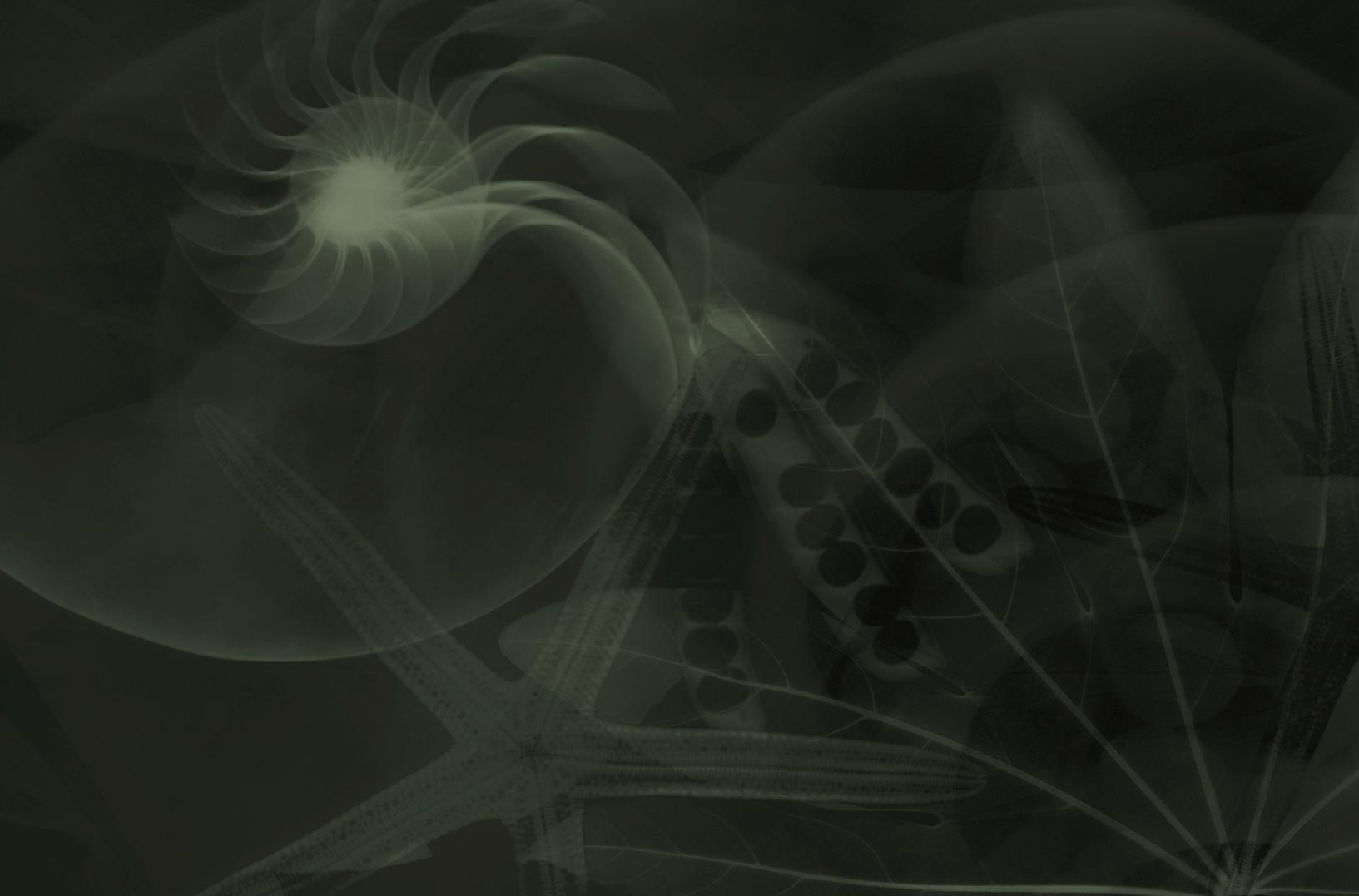


Contents

List of figures	v	3	The Service Lifecycle	25
List of tables	vii		3.1 The ITIL Service Management Practices	27
OGC's foreword	viii		3.2 The Service Lifecycle	27
Chief Examiner's foreword	ix	4	3.3 Sample question and answer	28
The Official Accreditor's foreword	x		Service Strategy	29
Acknowledgements	xi		4.1 Goals and objectives	31
1 The ITIL Qualification Scheme: professional qualifications for ITIL practices for Service Management	1		4.2 Scope	31
1.1 Three levels of qualification	4		4.3 Value creation	31
1.2 Qualifications bodies	5	5	4.4 Key principles	32
1.3 The ITIL Foundation certificate in IT Service Management	6		4.5 Processes	35
1.4 About this publication	7		4.6 Sample questions and answers	42
2 Service Management as a practice	9		Service Design	45
2.1 Services	11		5.1 Goals and objectives	47
2.2 Service Management	12		5.2 Scope	47
2.3 Resources and capabilities	13		5.3 Business value	47
2.4 Utility and warranty	13	6	5.4 Key principles	48
2.5 Service Packages	14		5.5 Processes	54
2.6 Service Model and composition	16		5.6 Sample questions and answers	68
2.7 Processes, functions and roles	18		Service Transition	71
2.8 Good practice	22		6.1 Goals and objectives	73
2.9 Sample questions and answers	22		6.2 Scope	73
			6.3 Business value	75
			6.4 Key principles	75
			6.5 Processes	76
			6.6 Sample questions and answers	89

7	Service Operation	91	11	The examination and exam preparation	145
7.1	Goals and objectives	93	11.1	The examination	147
7.2	Scope	93	11.2	Exam preparation	147
7.3	Business value	93	12	Sample ITIL version 3 Foundation examination	149
7.4	Key principles	94	12.1	Sample questions	151
7.5	Processes	95	12.2	Answers to sample questions	157
7.6	Functions	105	References and useful websites	161	
7.7	Sample questions and answers	112	Index	165	
8	Continual Service Improvement	115			
8.1	Goals and objectives	117			
8.2	Scope	117			
8.3	Business value	117			
8.4	Key principles	118			
8.5	Processes	122			
8.6	Sample questions and answers	127			
9	Service Management Technology	129			
9.1	Use of technology	131			
9.2	Generic requirements	132			
9.3	Service Automation	133			
9.4	Service Analytics	134			
9.5	Sample questions and answers	134			
10	How it all fits together	137			
10.1	Key links, inputs and outputs	139			
10.2	Strategy implementation	140			
10.3	Specialization and coordination	141			
10.4	Monitoring and control	142			
10.5	Continual Service Improvement	143			



The ITIL
Qualification
Scheme

1

1 The ITIL Qualification Scheme: professional qualifications for ITIL practices for Service Management

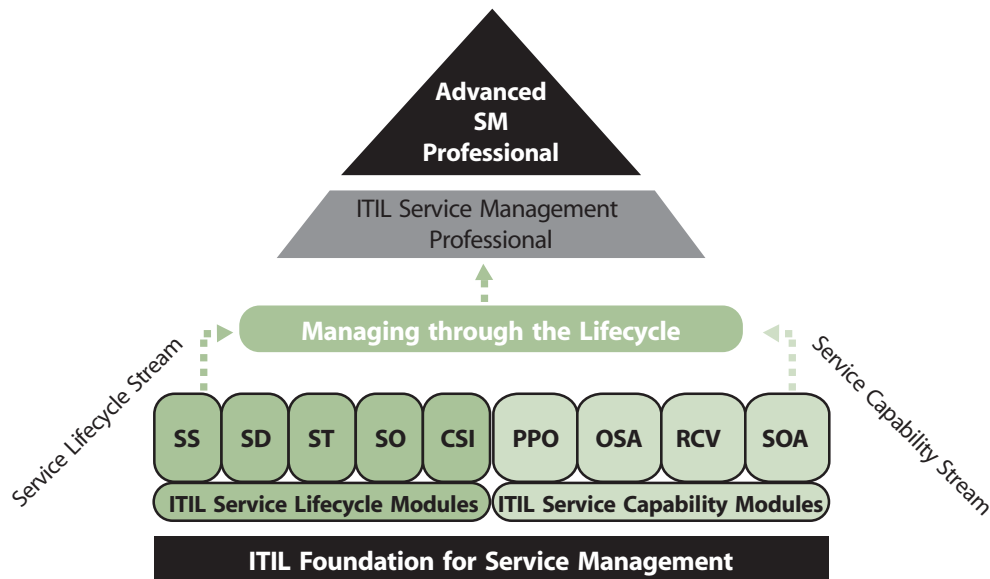
The ITIL Service Management Practices are a consistent and comprehensive documentation of best practice for IT Service Management. Used by many hundreds of organizations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL publications and the supporting professional qualifications scheme.

The ITIL Service Management qualifications scheme supports ITIL practices to enable organizations to put their staff through approved training courses to gain practice

knowledge and a recognized qualification. This has grown to become the international standard for IT Service Management in providing a common language and set of practices for use throughout the world.

The official ITIL Qualification Scheme is the only training and qualifications scheme leading to official ITIL qualifications in IT Service Management.

Figure 1.1 The ITIL Qualification Scheme



1.1 THREE LEVELS OF QUALIFICATION

The ITIL Qualification Scheme introduces a learning system that enables an individual to gain credits for all ITIL courses that can be applied toward a recognized professional achievement (Figure 1.1). Once candidates have accumulated a sufficient number of credits they can be awarded the ITIL Service Management Professional (ISMP¹) standing in IT Service Management.

There are three levels within the new scheme, namely:

- Foundation level
- Intermediate (Service Lifecycle and Capability) level
- Advanced Professional level.

To achieve the ITIL ISMP certificate, candidates must achieve a minimum number of certification credits, two of which can be gained at the Foundation level. Each certification module in the scheme is awarded a credit value that contributes to the ISMP certificate.

1.1.1 ITIL Foundation certificate in IT Service Management

The Foundation level focuses on knowledge and comprehension to provide a good grounding in the key concepts, principles and processes of ITIL.

The learning objectives and competencies are focused on an understanding of the overall linkages between the stages in the lifecycle, the processes used and their contribution to Service Management practices.

More details of the ITIL Foundation certificate in IT Service Management can be found in Section 1.3.

1.1.2 ITIL Intermediate qualification certificates in IT Service Management

The ITIL Intermediate qualification certificates in IT Service Management are free-standing qualifications, but they also form a number of modules that lead to the ISMP

certificate. The purpose of the certificates is to impart and test detailed knowledge about the contents of parts of the ITIL core publications.

The Intermediate qualifications are grouped in two sets or streams:

- 1 The Service Lifecycle series is focused on each stage of the lifecycle and syllabuses are matched to each of the five core practice areas. A certificated examination is given for each module.
- 2 The Service Capability series is focused on role-based clusters in a modular set, each with a certificated examination.

1.1.2.1 Service Lifecycle

The intermediate Service Lifecycle stream is built around the five ITIL core publications:

- Service Strategy (SS)
- Service Design (SD)
- Service Transition (ST)
- Service Operation (SO)
- Continual Service Improvement (CSI).

1.1.2.2 Service Capability

The intermediate Service Capability stream is built around four clusters:

- Operational Support and Analysis (OSA)
- Service Offerings and Agreements (SOA)
- Planning, Protection and Optimization (PPO)
- Release, Control and Validation (RCV).

Both intermediate streams assess an individual's comprehension and application of the concepts of ITIL.

Candidates are able to take units from either of the intermediate streams. These units give them credits towards a diploma. There is a course – Managing through the Lifecycle – that brings together the full essence of a lifecycle approach to Service Management.

1 ITIL Service Management Professional (ISMP) is a working title until the full scheme has been finalized by the ITIL Qualifications Board.

1.1.3 ITIL diploma

Once a candidate has gained the requisite number of credits through their education at Foundation and Intermediate level they will be awarded the ISMP certificate. No further examination or course is required to gain the ISMP certificate.

1.1.4 ITIL Advanced IT Service Management Professional

The ITIL Advanced Diploma in IT Service Management will assess an individual's ability to apply and analyse the ITIL concepts in new areas. This higher diploma had not been developed when this publication was released.

(Reference: 09–1. Explain the ITIL *Qualification Scheme*, distinguish between the purposes of the two intermediate streams, mention the included certificates and diplomas, and understand the different options for further training (non-examinable))

Details of the various learning options, certifications and combinations can be found on the ITIL Qualification Scheme website:
<http://www.itil-officialsite.com/Qualifications>

1.2 QUALIFICATIONS BODIES

This section outlines the roles of the organizations within the official ITIL Qualification Scheme. Candidates should ensure that when buying training or consulting services within the ITIL arena, they check that the organization delivering it is recognized within the scheme.

1.2.1 OGC

ITIL was originally developed by the UK government organization CCTA (Central Computer and Telecommunications Agency), which later became known as Office of Government Commerce (OGC), an office of HM Treasury.

OGC has established collaborative partnerships with two organizations to provide support for their ITIL portfolio. As the official accreditor, the APMG Group (APMG) provides accreditation services related to training, registration and the examination scheme. The Stationery Office (TSO) is the official publisher of all official ITIL Service Management Practices framework publications, including this one.

OGC retains the rights to all intellectual property, copyright and trademarks relating to ITIL. Its predominant role in the official scheme is one of stewardship of the ITIL Service Management Practices framework content and qualifications. APMG chairs the Qualifications Board (the steering committee made up of representatives from the community who make decisions about qualifications policy) and ensure decisions made are to the benefit of both the practice and users alike.

1.2.2 APMG

APMG is an international professional accreditation and certification body which is accredited to international standards by UKAS (United Kingdom Accreditation Service). This proves the effectiveness, impartiality and quality of APMG's administration services. In 2007, APMG became OGC's official accreditor for ITIL and is now responsible for the monitoring and promotion of the official scheme for training, consulting and qualifications.

Within its role as the official ITIL accreditor, APMG is responsible for setting the standards and syllabuses throughout the market which any delivering Examination Institute must adhere to as well as creating, maintaining and delivering the ITIL qualifications itself.

APMG is also responsible for the accreditation, monitoring and surveillance of any Examination Institute applying to the official scheme to run ITIL qualifications and accredit training organizations.

1.2.3 Examination Institutes

APMG as the official accreditor is authorized to license other Examination Institutes to administer ITIL qualifications and accreditation activities.

Examination Institutes are allowed to complete the following activities:

- approve training organizations
- administer examinations via those organizations they have approved.

The current Examination Institutes are:

- Examination Institute for Information Science – EXIN
- Information Systems Examination Board – ISEB
- APM Group – APMG
- Loyalist Certification Services – LCS.

1.2.4 Accredited Training Organizations

Accredited Training Organizations (ATOs) are companies which have been assessed and approved by an Examination Institute to run officially accredited training courses and administer examinations in ITIL.

These accredited organizations must submit:

- their quality management systems, detailing their process for administration of the training courses and examinations
- the course material they utilize during training ITIL candidates for the examinations
- their trainers for assessment by an Examination Institute.

Following approval by an Examination Institute, ATOs are granted a licence by APMG as the official accreditor to use the relevant OGC-owned intellectual property rights and trademarks relating to ITIL.

1.2.5 *itSMF*

The IT Service Management Forum (*itSMF*) is the not-for-profit international community for IT Service Management professionals, with over 40 chapters worldwide and a coordinating organization – *itSMF* International. The chapters provide local support to those individuals and organizations using and implementing ITIL.

itSMF is recognized as an integral part of the ITIL community and as such is a collaborative partner to the ITIL official scheme and participates on the Qualifications Board.

1.3 THE ITIL FOUNDATION CERTIFICATE IN IT SERVICE MANAGEMENT

1.3.1 Purpose

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.

1.3.2 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 who 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.

1.3.3 Prerequisites

There are no formal criteria or prerequisites for candidates wishing to attend an accredited ITIL Foundation course, though some familiarity with IT terminology and an appreciation of their own business environment is strongly recommended.

1.3.4 Learning objectives

The learning objectives of the ITIL Foundation certification in IT Service Management are to enable the candidate to:

- define service and explain the concept of Service Management as a practice
- understand the Service Lifecycle and explain the objectives and business value for each phase in the lifecycle
- define some of the key terminology and explain the key concepts of Service Management
- comprehend and account for the key principles and models of Service Management and to balance some of the opposing forces within Service Management
- understand how the Service Management processes contribute to the Service Lifecycle, to explain the high-level objectives, scope, basic concepts, activities, key metrics, roles and challenges for five of the core processes and to state the objectives, some of the basic concepts and roles for 15 of the remaining processes
- explain the role, objectives, organizational structures, staffing and metrics of the Service Desk function and to state the role, objectives and overlap of three other functions
- account for the role and to be aware of the responsibilities of some of the key roles in Service Management and to recognize a number of the remaining roles described in other learning units
- list some generic requirements for an integrated set of Service Management technologies and understand how service automation assists with integrating Service Management processes
- explain the ITIL Qualification Scheme.

1.3.5 Reference

The full syllabus with detailed descriptions of each of the learning objectives can be downloaded from the ITIL website: <http://www.itil-officialsite.com>

(Reference: 09–1. Explain the ITIL *Qualification Scheme*, distinguish between the purposes of the two intermediate streams, mention the included certificates and diplomas, and understand the different options for further training)

1.4 ABOUT THIS PUBLICATION

The content of this publication is based on the syllabus for the ITIL Foundation certificate in IT Service Management.

This publication is therefore neither an introduction to ITIL nor a brief summary of the ITIL core publications. Rather, it is a study aid to support the acquisition of knowledge and skills required to achieve the ITIL Foundation certificate in IT Service Management.

Each section of this publication contains references to specific Foundation syllabus learning units, e.g. CSI 3.2. The reference provides the core ITIL publication and relevant sections to help the reader place the content of this publication into the overall context of the Foundation syllabus.

One of the Foundation learning objectives is to understand the common terminology used within ITIL. As such, readers may find it useful to access the

official ITIL glossary of terms and definitions (see <http://www.best-management-practice.com> and navigate to 'Glossaries and Acronyms').

The structure of the publication does not strictly follow the order of the syllabus. Instead it is structured with ease of learning in mind. Basic concepts are introduced in Chapters 2 and 3 ('Service Management as a Practice' and 'The Service Lifecycle') to form the basis for the concepts, principles and practices that are introduced in the subsequent five chapters, each representing a core publication. Each of the five core chapters is identically structured to help the acquisition of the covered concepts, principles and concepts. The two subsequent chapters ('Service Management Technology' and 'How it all fits together') contain transverse topics.

At the end of each chapter a number of sample test questions are presented to enable the reader to practise the content of the chapter. The number of questions in each chapter corresponds to the typical distribution of questions in an exam.

Hopefully you will find IT Service Management enjoyable and you will acquire the new knowledge and skills necessary for achieving the ITIL Foundation certificate in IT Service Management.