ITIL Foundation

PeopleCert ITIL Foundation

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Key to success in ITIL Foundation Exam on PeopleCert ITIL Foundation

To achieve the professional designation of PeopleCert ITIL Foundation from the PeopleCert, candidates must clear the ITIL Foundation Exam with the minimum cut-off score. For those who wish to pass the PeopleCert ITIL Foundation certification exam with good percentage, please take a look at the following reference document detailing what should be included in PeopleCert ITIL Foundation Exam preparation.

The PeopleCert ITIL Foundation Exam Summary, Body of Knowledge (BOK), Sample Question Bank and Practice Exam provide the basis for the real PeopleCert ITIL Foundation Certification - IT Service Management exam. We have designed these resources to help you get ready to take PeopleCert ITIL Foundation exam. If you have made the decision to become a certified professional, we suggest you take authorized training and prepare with our online premium [PeopleCert ITIL Foundation Practice Exam](#) to achieve the best result.

PeopleCert ITIL Foundation Certification Details:

Exam Name	PeopleCert ITIL Foundation
Exam Code	ITIL Foundation
Exam Fee	USD $314
Exam Duration	60 Minutes
Number of Questions	40
Passing Score	26 / 40
Format	Multiple Choice Questions
Books / Trainings	[Offline Training](#)
Schedule Exam	[Pearson VUE](#)
Sample Questions	[PeopleCert ITIL Foundation Exam Sample Questions and Answers](#)
Practice Exam	[PeopleCert ITIL Foundation Certification - IT Service Management Practice Test](#)

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PeopleCert ITIL Foundation Exam Syllabus:

Service management as a practice	- Describe the concept of best practices in the public domain - Describe and explain why ITIL is successful - Define and explain the concept of a service - Define and explain the concept of internal and external customer - Define and explain the concept of internal and external services - Define and explain the concept of service management - Define and explain the concept of IT service management - Define and explain the concept of stakeholders in service management - Define processes and functions - Explain the process model and the characteristics of processes
The ITIL service lifecycle	- Describe the structure of the ITIL service lifecycle - Account for the purpose, objectives and scope of service strategy - Briefly explain what value service strategy provides to the business - Account for the purpose, objectives and scope of service design - Briefly explain what value service design provides to the business - Account for the purpose, objectives and scope of service transition - Briefly explain what value service transition provides to the business - Account for the purpose, objectives and scope of service operation - Briefly explain what value service operation provides to the business - Account for the main purpose, objectives and scope of continual service improvement - Briefly explain what value continual service improvement provides to the business

Generic concepts and definitions	- Utility and warranty - Assets, resources and capabilities - Service portfolio - Service catalogue - Governance - Business case - Risk management - Service provider - Supplier - Service level agreement - Operational level agreement - Underpinning contract - Service design package - Availability - Service knowledge management system (SKMS) - Configuration item (CI) - Configuration management system - Definitive media library (DML) - Change - Change types (standard, emergency and normal) - Event - Alert - Incident - Impact, urgency and priority - Service request - Problem - Workaround - Known error - Known error database (KEDB) - The role of communication in service operation - Release policy - Types of services - Change proposals - CSI register - Outcomes - Patterns of business activity - Customers and users - The Deming Cycle (plan, do, check, act)

Key principles and models	**Service strategy**
	- Describe value creation through services
	
	Service design
	- Understand the importance of people, processes, products and partners for service management
	- Understand the five major aspects of service design
	
	  1. Service solutions for new or changed services
	  2. Management information systems and tools
	  3. Technology architectures and management architectures
	  4. The processes required
	  5. Measurement methods and metrics
	
	Continual service improvement
	- Explain the continual service improvement approach
	- Understand the role of measurement for continual service improvement and explain the following key elements:
	
	  1. Relationship between critical success factors (CSF) and key performance indicators (KPI)
	  2. Baselines
	  3. Types of metrics (technology metrics, process metrics, service metrics)

Selected processes	**Service strategy**
	State the purpose, objectives and scope for:
	- Service portfolio management
	
	  1. The service portfolio
	
	- Financial management for IT services
	
	  1. Business case
	
	- Business relationship management
	
	Service design
	Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:
	- Service level management
	
	  1. Service-based SLA
	  2. Multi-level SLAs
	  3. Service level requirements
	  4. SLA monitoring (SLAM) chart
	  5. Service review
	  6. Service improvement plan (SIP)

7. The relationship between SLM and BRM

State the purpose, objectives and scope for:
- Service catalogue management
- Availability management

1. Service availability
2. Component availability
3. Reliability
4. Maintainability
5. Serviceability
6. Vital business functions (VBF)

- Information security management (ISM)

1. Information security policy

- Supplier management

1. Supplier categories

- Capacity management

1. Capacity plan
2. Business capacity management
3. Service capacity management
4. Component capacity management

- IT service continuity management

1. Purpose of business impact analysis (BIA)
2. Risk assessment

- Design coordination

Service transition
Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:
- Change management

1. Types of change request
2. Change models
3. Remediation planning
4. Change advisory board / emergency change advisory board
5. Lifecycle of a normal change

	State the purpose, objectives and scope for:
	- Release and deployment management
	
	   1. Four phases of release and deployment
	
	- Knowledge management
	
	   1. Data-to-Information-to-Knowledge-to-Wisdom (DIKW) & SKMS
	
	- Service asset and configuration management (SACM)
	- Transition planning and support
	
	Service operation
	Explain the purpose, objectives, scope, basic concepts, process activities and interfaces for:
	- Incident management
	- Problem management
	
	State the purpose, objectives and scope for:
	- Event management
	- Request fulfilment
	- Access management
	
	Continual service improvement
	State the purpose, objectives and scope for:
	- The seven-step improvement process

Selected functions	- Explain the role, objectives and organizational structures for
	
	   1. The service desk function
	
	- State the role and objectives of
	
	   1. The technical management function
	   2. The application management function with application development
	   3. The IT operations management function (IT operations control and facilities management)

Selected roles	- Account for the role and the responsibilities of the
	
	   1. Process owner
	   2. Process manager
	   3. Process practitioner
	   4. Service owner

	- Recognize the responsible, accountable, consulted, informed (RACI) responsibility model and explain its role in determining organizational structure.
Technology and architecture	- Understand how service automation assists with expediting service management processes
Competence and training	- Competence and skills for service management - Competence and skills framework - Training

ITIL Foundation Sample Questions:

01. Who normally chairs a change advisory board (CAB)?
a) Change manager
b) Service owner
c) Change initiator
d) Business relationship manager

02. Which is the BEST description of a service request?
a) A request from a user for information, advice or for a standard change
b) Anything that the customer wants and is prepared to pay for
c) Any request or demand that is entered by a user via a self-help web-based interface
d) Any request for change (RFC) that is low-risk and which can be approved by the change manager without a change advisory board (CAB) meeting

03. Which three types of metric support Continual Service Improvement (CSI) activities?
a) Technology metrics, service desk metrics and Key Performance Indicator (KPI) metrics
b) Process metrics, software metrics and financial metrics
c) Technology metrics, process metrics and service metrics
d) Service metrics, technology metrics and Key Performance Indicator (KPI) metrics

04. Which lifecycle stage ensures that the impact of service outages is minimized on a day-to-day basis?
a) Service design
b) Service operation
c) Continual service improvement
d) Service transition

05. A significant, unresolved problem is likely to cause major business disruption. Where is this MOST LIKELY to be escalated to?
a) IT service continuity management
b) Availability management
c) Incident management
d) Change management

06. What is a process owner NOT responsible for?
a) Defining the process strategy
b) Communication of process information or changes to ensure awareness
c) Developing IT plans that meet and continue to meet the IT requirements of the business
d) Identifying improvement opportunities for inclusion in the CSI register

07. Which is an objective of service transition?
a) To negotiate service levels for new services
b) To ensure that service changes create the expected business value
c) To reduce the impact of business critical service outages on key services
d) To plan and manage entries in the service catalogue

08. Software and technology are examples of which of the four Ps?
a) Processes
b) Performance
c) Products
d) Partners

09. Which process will regularly analyze incident data to identify discernable trends?
a) Service level management
b) Problem management
c) Change management
d) Event management

10. What is the second phase in release and deployment management?
a) Review and close
b) Authorize changes
c) Release build and test
d) Release and deployment planning

Answers to ITIL Foundation Exam Questions:

Question: 01 Answer: a	Question: 02 Answer: a	Question: 03 Answer: c	Question: 04 Answer: b	Question: 05 Answer: a
Question: 06 Answer: c	Question: 07 Answer: b	Question: 08 Answer: c	Question: 09 Answer: b	Question: 10 Answer: c

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@processexam.com