Business Beam

How to Write ITIL® Examinations

A Guide for the ITIL® Examination Candidates

Business Beam

www.businessbeam.com

Content

Section 1:
Overview of ITIL Qualification Scheme

How to Write ITIL Examinations?

Overview

ITIL Master

ITIL Expert   22 Credits required

Managing Across the Lifecycle   5

3	3	3	3	3		4	4	4	4
SS	SD	ST	SO	CSI		OSA	PPO	RCV	SOA

Lifecycle Modules   Capability Modules

ITIL Foundation   2
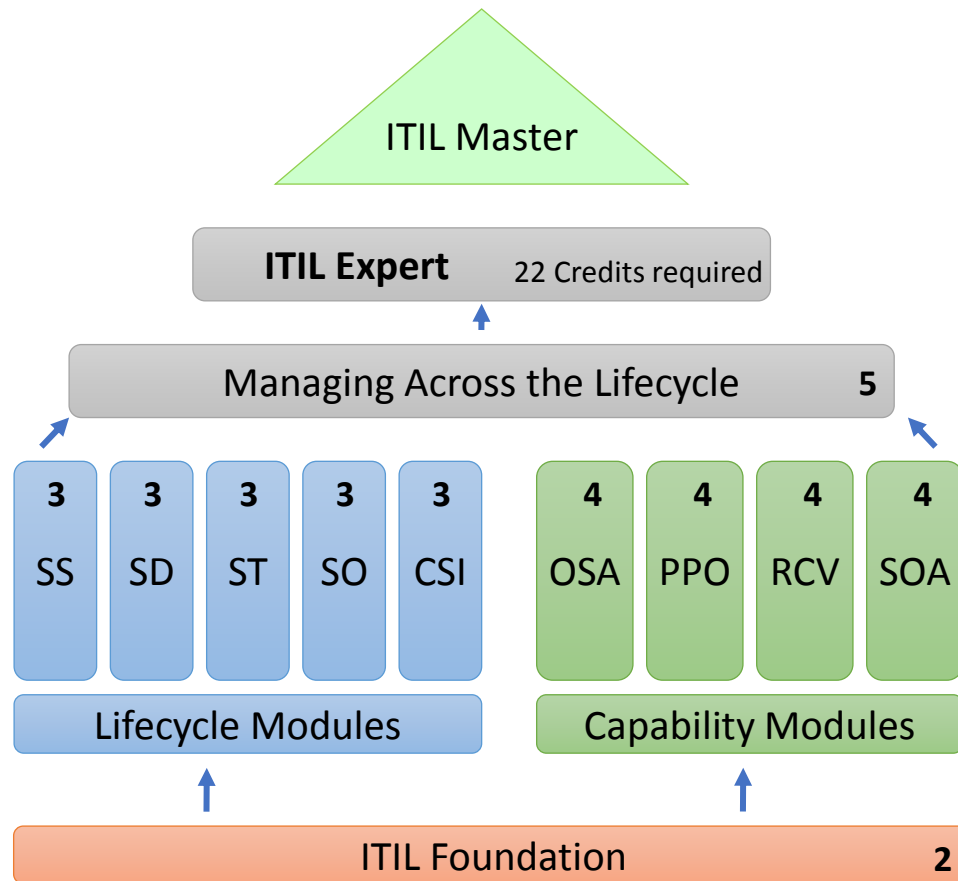
Qualification Levels

Level 4: ITIL Master

Level 3: ITIL Expert
- Managing Across the Lifecycle

Level 2: Intermediate
- Lifecycle Modules
  - SS: Service Strategy
  - SD: Service Design
  - ST: Service Transition
  - SO: Service Operations
  - CSI: Continual Service Improvement
- Capability Modules
  - OSA: Operational Support and Analysis
  - PPO: Planning, Protection and Optimization
  - RCV: Release, Control and Validation
  - SOA: Service Offerings and Agreements

Level 1: ITIL Foundation

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Section 2:
Writing ITIL Foundation Examination

How to Write ITIL Examinations?

Exam Type – ITIL Foundation

- Exam Type: Online (web-based)
- Exam Format
    - 40 multiple choice questions (MCQs)
    - Each question carry one (1) mark
    - 26 out of 40, or 65% marks are required to pass the exam
    - 60 minutes are available
    - Closed book
    - Notes are not allowed
    - No negative marking

Available Options

- Candidates may write ITIL Foundation examinations at following locations.
  - Business Beam's Office
  - Any Prometric Center
  - Any Pearson VUE Center
  - Own home or office (using web proctor)

Location: Business Beam Office

- Business Beam is an Accredited Training Organization (ATO). Candidates may write examination at Business Beam Office.
- The process is as follows:
  - Download 'Examination Registration Form' from www.businessbeam.com,
  - Fill-up the required information, including exam date, time, etc., and email the form at training@businessbeam.com,
  - Pay the examination fee ($150) through cheque, cash or bank transfer,
  - Registers in the exam session using the exam session ID provided by Business Beam,
  - Ensure that the candidates have a laptop with latest version of IE, Chrome, Acrobat PDF reader and Flash plugin,
  - Visit Business Beam's office with your own the laptop, and write the exam.
  - Our authorized representative will proctor the examination.

Location: Prometric Centers

- ITIL Foundation examination is available at Prometric centers - www.prometric.com
- Multiple Examination Institutes (EIs) offer this exam at Prometric centers.
- Only AXELOS develops the examination. Therefore the difficulty level is same across all EIs.
- Select any of the following EIs for examination:

Examination Institute	Exam Code	Fee
EXIN	EX0-001	$198
PeopleCert	PC0-001	$219
BCS / ISEB	BH0-012	$210

Location: Pearson VUE Centers

- ITIL Foundation examination is available at Pearson VUE centers – www.vue.com.
- Multiple Examination Institutes (EIs) are available at Pearson VUE centers.
- Only AXELOS develops the examination. Therefore the difficulty level is same across all EIs.
- Select any of the following EIs for examination:

Examination Institute	Fee
EXIN	$198
PeopleCert	$219
BCS / ISEB	$210

Location: Own Home or Office

- Candidates can also write examination at their home, office or at any other convenient place.

- This exam is "Web Proctored", i.e., proctor will watch-over the candidate through webcam.

- Candidates must have a desktop or laptop with webcam, microphone and speakers/headphone; very good and stable internet connection, and an interruption-free environment,

- It is expected that all candidates will carefully review and understand the respective policies and procedures of the Examination Institute (EI) in detail,

- Web-proctored examination can be ordered from any of the EIs, as follows:

1.	PeopleCert	4.	EXIN
2.	BCS / ISEB	5.	CSME
3.	APMG		

Section 3:

Writing ITIL Intermediate-Level Examinations

How to Write ITIL Examinations?

Exam Type – ITIL Intermediate Level

- Intermediate-level examinations include following:
  - Capability Modules: OSA, PPO, RCV and SOA
  - Lifecycle Modules: SS, SD, ST, SO and CSI
- Exam Type: Online (web-based)
- Exam Format
  - 8 multiple choice, scenario based questions
  - 90 minutes duration
    - 30 minutes extra to candidates with English as non-primary language
  - Marking method – 5, 3, 1, 0
  - 28 out of 40 is a pass (70%)
  - Closed book
  - Notes are not allowed
  - No negative marking

Available Options

- Candidates may write ITIL Foundation examinations at following locations.
  - Business Beam's Office
  - Own home or office (using web proctor)
  - Any other ATO's premises

- Note: These exams are not available at Prometric or VUE centers.

Location: Business Beam Office

- Business Beam is an Accredited Training Organization (ATO). Candidates may write examination at Business Beam Office.
- The process is as follows:
  - Download 'Examination Registration Form' from www.businessbeam.com,
  - Fill-up the required information, including exam date, time, etc., and email the form at training@businessbeam.com,
  - Pay the examination fee ($220) through cheque, cash or bank transfer,
  - Registers in the exam session using the exam session ID provided by Business Beam,
  - Ensure that the candidates have a laptop with latest version of IE, Chrome, Acrobat PDF reader and Flash plugin,
  - Visit Business Beam's office with your own the laptop, and write the exam.
  - Our authorized representative will proctor the examination.

Location: Own Home or Office

- Candidates can also write examination at their home, office or at any other convenient place.
- This exam is "Web Proctored", i.e., proctor will watch-over the candidate through webcam.
- Candidates must have a desktop or laptop with webcam, microphone and speakers/headphone; very good and stable internet connection, and an interruption-free environment,
- It is expected that all candidates will carefully review and understand the respective policies and procedures of the Examination Institute (EI) in detail,
- Candidates MUST provide Business Beam's training certificate to schedule examination,
- Web-proctored examination can be ordered from any of the EIs, as follows:

1.	PeopleCert	4.	EXIN
2.	BCS / ISEB	5.	CSME
3.	APMG		

Location: Any Other ATO's Office

- Several Accredited Training Organizations (ATO), like Business Beam, offer ITIL training and examination services globally.

- Candidates can visit any ATO operating nearer to their location and schedule ITIL Intermediate examination.

- Candidates MUST present Training Certificate provided by Business Beam to schedule any intermediate-level examination.

- It is expected that all candidates will carefully review and understand the respective policies and procedures of the selected ATOs in detail.

Section 4:
Disclaimer

How to Write ITIL Examinations?

Disclaimer

- Business Beam published this document to facilitate our training participants who wants to write ITIL examinations.

- The information mentioned in this document (exam pricing, availability, etc.) is copied from various websites. Business Beam is not the owner of this information. The respective information owner may change the information without any notice.

- Business Beam does not take any responsibility or liability of the examination results of any candidate. It is expected that all candidates will carefully understand the respective policies and procedures of Business Beam, Prometric, Pearson VUE, respective Examination Institute, or selected ATO before writing any examination.

Thank You!

For more information, please contact us at
training@businessbeam.com