

ITIL V3 Foundation Exam

Learn via: **Classroom**

Duration: **1 Day**

Overview

The Foundation exam is the entry level certification and offers you a general awareness of the key elements, concepts and terminology used in the ITIL® service lifecycle, including the links between lifecycle stages, the processes used and their contribution to service management practices.

Who Should Attend

- Those who require a basic understanding of the ITIL framework
- Those who need understanding of how ITIL can be used to enhance IT service management within an organization
- IT professionals or others working within an organization that has adopted and adapted ITIL and who need to be informed about, or contribute to, ongoing service improvement.

Outline

- Pass Mark: %65 (26 out of 40)
- Exam Structure: Multiple choice questions
- Exam Duration: 1 Hour
- Open Book / Notes: No