



ITIL Practitioner Practitioner Certificate

The ITIL Practitioner certificate builds upon the knowledge gained at Foundation level and provides you with the ability to identify and deliver service improvements using a practical approach to adopting and adapting the ITIL framework. The main areas of focus are the Continual Service Improvement (CSI) approach, nine guiding principles and three critical competencies.

Who is this aimed at?

- Anyone working with an IT Service Management role who wants to understand more about using a practical approach to adopting and adapting the ITIL framework.
- IT professionals who are working within or about to work in a continual service improvement environment.

What are the entry requirements?

You must hold the Foundation Certificate in IT Service Management (the V3 Foundation or V2 Foundation plus Bridge Certificate) training is not mandatory although highly recommended through a BCS accredited training provider.

What format is the exam?

- 105 minute 'open book' (official ITIL Practitioner manual only, annotations and bookmarking is allowed)
- 40 multiple choice questions
- Pass mark is 70% (28/40)

Simple non-programmable calculators can be used during paper based examinations (to be provided by the candidate). Candidates taking online examinations will have access to an on-screen calculator. No other calculators or mobile technology will be allowed.