

# Passing the ITIL® V3 Intermediate Exams

THE STUDY GUIDE



## Passing the ITIL® Intermediate Exams: The Study Guide

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# Passing the ITIL® Intermediate Exams

## The Study Guide

Pierre Bernard



# Colophon

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Exam Questions: OSA - Paper 1 Scenarios 2 & 6 / Questions 1, RCV - Paper 1 Scenario 1 / Question 1, PPO - Paper 1 Scenario 1 / Question 1, SOA - Paper 1 Scenario 1 / Question 1, SS - Paper 1 Scenario 1 / Questions 1, SD - Paper 1 Scenario 1 / Question 1, ST - Paper 1 Scenario 1 / Question 1, SO - Paper 1 Scenario 1 / Question 1, CSI - Paper 1 Scenario 1 / Question 1, Managing Across the Lifecycle - Scenario 1 Question 1

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# Foreword

I was delighted to be asked to present this new title: Passing the ITIL® Intermediate Exams: The Study Guide. Improving the quality of delivering both Public and Private Sector IT services is one of my great passions, but this can only be achieved through one of my other great passions, developing the skills and capabilities of people working in IT service management. This publication can help you with this.

The core ITIL® publications greatly assist by providing a great resource of good practice ideas, but you can't learn how to do service management just by reading. To do this effectively you also need education and training. This should not be approached just by attending the first course that comes along, or by selecting the cheapest. You are making an investment for the future, and like every investment, you should make it wisely.

Investment in a correctly structured and professionally delivered education and training program is fundamental to embedding best practices within your organisation, through supporting the on-going development of the skills and capabilities in your service management team.

The ITIL® V3 qualification scheme provides the structure for such an appropriate education and training programme for IT service management. The scheme is professionally delivered worldwide by a range of qualified trainers and training organisations, under the governance of the Accreditor and the Examination Institutes. The different qualifications in the scheme provide students with a balanced progression from understanding the basic concepts at the Foundation Level to applying them at the Intermediate, Expert, and Master Levels.

This publication focuses on the Intermediate Level, which has two streams, the Lifecycle stream and the Capability stream. The ITIL Intermediate qualifications are a natural progression from the Foundation qualification for anyone working in IT service management. Candidates can select courses from either of the Intermediate streams, according to the needs of the individual and the organisation. This provides the flexibility to be able to match the specialist learning requirements of service management professionals to relevant courses.

I have been very fortunate to be involved in the development of the ITIL qualifications as a member of the ITIL V3 Examination Panel since 2007, which is how I first met the author of this publication, Pierre Bernard. Pierre and I share the same passion for

improving skills and capability, and have seen the qualifications move from development into widespread worldwide adoption.

I'm sure that at this point in the Foreword you want to know where this publication fits into the ITIL® V3 qualification scheme. The answer is very simple – in this publication Pierre has given insight into the Intermediate Qualifications that can best come from someone who has been actively involved in their development, and who is also very knowledgeable about the subject matter – IT service management.

Through reading this publication and using the sample examination questions you will gain excellent preparation both for your training courses and also for your examinations. You will learn about the syllabus and the types of examination questions, but just as importantly, you will get practical advice on how to approach your learning and how to approach the examinations. I recommend that you use this publication as pre-reading before you attend any ITIL Intermediate course, supplemented by reading complementary publications for the specific courses that you attend.

Note however that there is no 'magic bullet' method to guarantee success in these or in any other qualifications. Only you can guarantee that success, by taking the time and trouble to learn the subject, supported by sample examination questions, and facilitated by this publication and by your trainers. But your education must not stop after the exam – you should continue to develop yourself through application of what you have learned and by exploring other areas of IT service management.

I wish you well in your examinations and your career in IT service management. Both you as a service management professional and your organisation and its customers can reap great benefits from your investment in education and training. I recommend this title to you.

Kevin Holland

Service Management Consultant Specialist, Department of Health Informatics  
Directorate (UK)

Chair of UK Government CTO Delivery Group Service Management Domain ITIL V3  
Senior Examiner

# Acknowledgements

This title was commissioned to serve the needs of many people wishing to use ITIL® training programs to extend their expertise and improve their corporate delivery.

Van Haren Publishing, the Publishers of this title, would like to extend our sincere gratitude to the Author, Pierre Bernard and also to the Reviewers.

Authoring a technical book of this nature and standard demands skill, time and patience and we are extremely fortunate that Pierre Bernard offered to write this work. Pierre's technical professionalism accompanied by an extremely courteous approach means it is a great privilege for us to work with him.

Our reviewers are also extremely professional and kind in reviewing the material we send them. Invariably positive, professional and dedicated, our reviewers put many long hours into finely crafting content and making sure it meets the very highest of standards demanded by the market place. We are extremely fortunate to have had the pleasure of our reviewer's company for many years and owe them a deep debt for the time, professionalism and advice they have given us.

For this title we would like to express our thanks to the following:

Claire Agutter: ITIL Training Zone

Kevin Holland ITIL V3 Examiner

Mart Rovers: President, InterProm USA

Finally I commend this title to you, if you have any comments please do send them in, we are always delighted to hear from our readers.

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# Preface

The intent of this book is to help people prepare for the ITIL® Intermediate qualification exams. This book contains tips for selecting the appropriate course, preparing for the course, and what to do during the course. Additionally, this book covers tips on reading and understanding the syllabuses, scenarios, supplemental information, the questions and the answers.

## About the author of this book:

Pierre Bernard is a Certified Training and Development Professional (CTDP) with the Canadian Society for Training and development (CSTD).

Pierre started his career in IT in 1984. He has been involved with various certifications since 2000 with EXIN, ISEB and LCS before joining APMG in 2007. Pierre was a senior examiner (2007 – 2010) responsible for the creation of the ITIL qualification scheme, and the exam format, and participated in the creation process of many qualifications.

Pierre knows first hand how difficult it is to create exam questions and to make sure that they are understood by others. Being a non-native English speaker, French is his first language; Pierre knows how difficult it is to properly express his thoughts in another language.

Pierre is an ITIL Expert as well as having passed all intermediate qualifications. 'Pierre has taught thousands of people around the world. He knows how stressful examinations can be and hopes this book provides you with insight and tips to help you pass the ITIL qualification exams.

Additionally, Pierre has too much respect for the people who stood up and applied to become examiners to say anything negative about their work. Therefore you will find no negativity about any part of the examination scheme in this book, nor will you find any answers to actual exams.

Pierre makes no promises that you will pass your ITIL Intermediate exam by using this book, nor does he claim that you will fail if you don't.

What you will get is a better understanding of the whole qualification process as well as learning tips on how to properly and adequately prepare for the exams and how to answer the questions during the examination process.

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Additionally, every attempt has been made to provide the appropriate and accurate references where material is quoted verbatim from another source.

Pierre Bernard  
CTDP, ITIL Expert

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