

Lesson 6: ITIL 4 Foundation Examination Format



Learning Objectives

By the end of this lesson, you will be able to:

- ✓ Outline the purpose of ITIL 4 Foundation examination
- ✓ Discover the ITIL 4 Foundation examination design
- ✓ Interpret the ITIL 4 Foundation question types and examples
- ✓ Evaluate the scoring methods of ITIL 4 Foundation
- ✓ Discuss the weightings by Bloom's level and learning outcomes



Purpose of ITIL 4 Foundation Examination



- Assess whether the candidate can demonstrate sufficient recall and understanding of the **ITIL 4 service management framework**, as described in the syllabus, to be awarded the ITIL 4 Foundation qualification
- Make the learners of ITIL 4 Foundation qualification eligible for the higher level qualifications of ITIL 4

ITIL 4 Foundation Examination Design



- ITIL 4 Foundation is a “closed book” examination. No materials other than the examination materials are permitted
- The duration is 60 minutes
- The candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, that is 75 minutes in total.

ITIL 4 Foundation Question Types



- All **forty questions** are **Objective Test Questions (OTQs)**, with four options from which one option is selected.
- Distractors or wrong answers are the options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined.
- Question styles used within this type are:
 - Standard
 - Missing word
 - List two correct items
 - Negative standard OTQ

Examples: Question Types

STANDARD

What is the best practice for Service Value Chain?

- a) Q
- b) P
- c) R
- d) S

Examples: Question Types

MISSING WORD

Identify the missing word(s) in the following sentence.

A [?] defines requirements for services and takes responsibility for outcomes from service consumption.

- a) Role Q
- b) Role P
- c) Role R
- d) Role S

Examples: Question Types

LIST TWO CORRECT ITEMS

Which statement about service asset and configuration management is CORRECT?

- 1. It does Q
- 2. It does P
- 3. It does R
- 4. It does S
- a) 1 and 2
- b) 2 and 3
- c) 3 and 4
- d) 1 and 4

Note: Two of the list items are correct. List style questions are never negative.

Examples: Question Types

NEGATIVE STANDARD OTQ

Which is NOT a defined area of value?

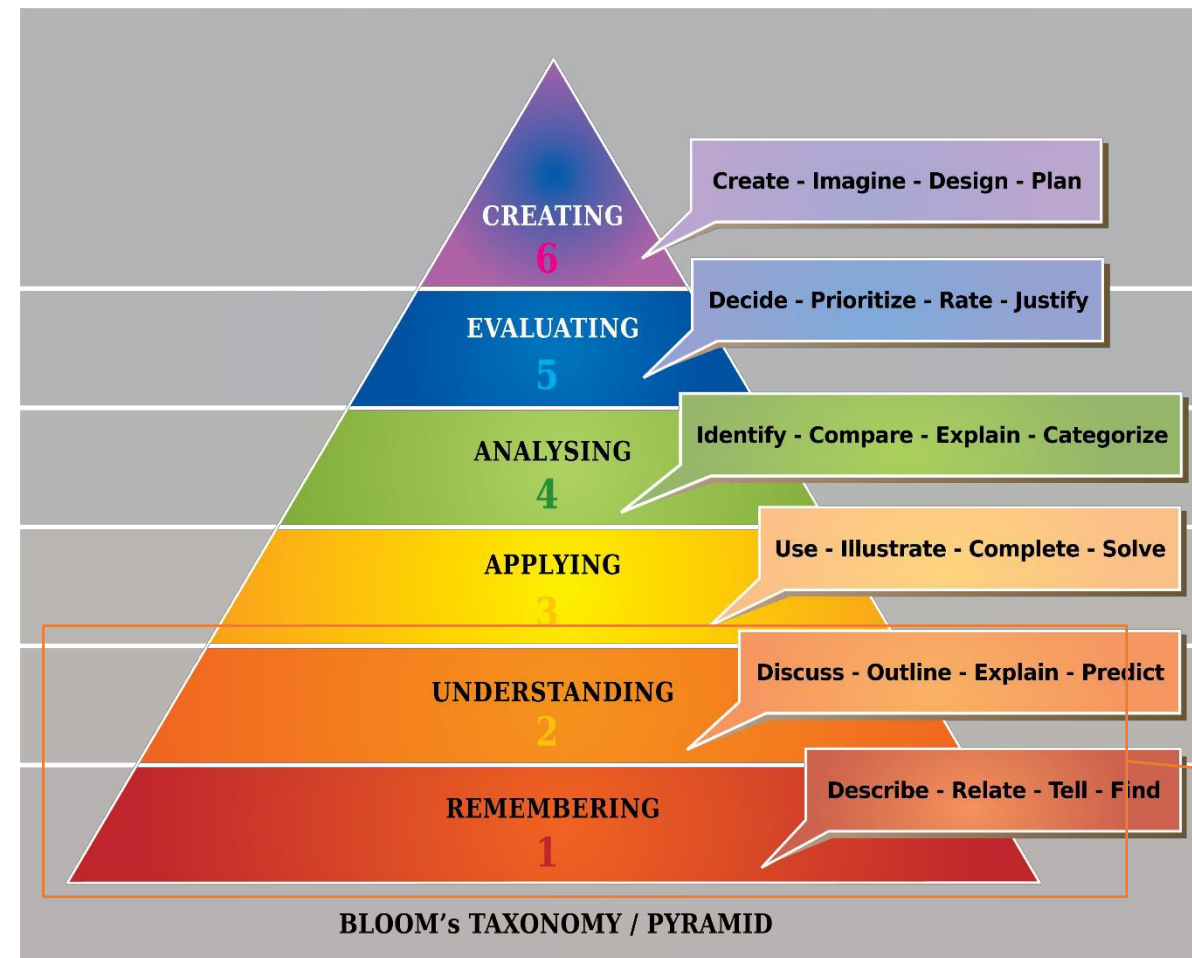
- a) Q
- b) P
- c) R
- d) S

Note: Negative questions are only used, as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Scoring

- Number of questions: 40
- Marks: Each question is worth 1 mark
- Total marks: 40 marks
- There is no negative marking
- Provisional pass marks: 65% or higher, meaning a raw score of 26 marks or above

Weightings By Bloom's Level



ITIL Foundation focuses on first two levels of Bloom's taxonomy.

Weightings By Bloom's Level

- There are 9 questions at Bloom's Level 1 = approximately 22.5%
- There are 31 questions at Bloom's Level 2 = approximately 77.5%

Weightings By Learning Outcome

Learning Outcome	No of Questions	Approximate Weighting
Understand the key service concepts	5	12.5%
Understand how the ITIL guiding principles can help an organization adopt and adapt service management	6	15%
Understand the four dimensions	2	5%
Understand the purpose and components of the ITIL service value system	1	2.5%
Understand the activities of the service value chain, and how they interconnect	2	5%
Know the purpose and key terms of 15 ITIL practices	7	17.5%
Understand 7 ITIL practices	17	42.5%

Thank You

