



Exam Basics

ITILv3 Foundations

ITILv3 Foundations Exam

- Entry-level certification for ITIL
- Covers a general awareness of the elements, concepts, and terminology used in the ITIL Service Lifecycle and IT Service Management



Target Audience for the Certification

- People requiring an understanding of the ITIL framework
- People needing an understanding of how ITIL can enhance IT service management within an organization
- IT professionals in organizations that adopted ITIL and need to understand ongoing service improvement



Format of the Exam

- 40 multiple-choice questions
- 60 minutes to complete
- Passing Score: 65% (26 out of 40)

