

معاونت پژوهش، برنامه‌ریزی و سنجش مهارت

دفتر پژوهش، طرح و برنامه‌ریزی درسی

استاندارد آموزش شغل

ITIL V3 Foundation Level

گروه شغلی

فناوری اطلاعات

کد ملی آموزش شغل

۲	۵	۱	۹	۴	۰	۵	۳	۱	۹	۲	۰	۰	۰	۱
ISCO-۰۸				سطح مهارت	شناسه گروه			شناسه شغل			شناسه شایستگی			نسخه

تاریخ تدوین استاندارد: ۲۰۱۵/۱/۱۰



Ministry of cooperatives
Labour and Social Welfare



Iran Technical and Vocational
Training Organization

Deputy of training
Plan and curriculums office

Job Training standard

Title

ITIL® V3 Foundation Level

Occupational group

Information Technology(IT)

International Code

۲۵۱۳-۵۳-۱۰۰-۱

Date of standard compilation: ۲۰۱۵/۰۱/۱۰

Control of board on content compilation and accreditation: Plan and curriculums office

National code: ۲۵۱۳-۵۳-۱۰۰-۱

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Revision Process:

- Scientific content
- According to market
- Equipment
- Tools

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۶					
۷					

Definitions:

Job standard:

The characteristics 'required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes "The Occupational standard"

Training standard:

The Training Map for achieving the Job's subset Competencies.

Job title:

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

Job description:

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job's relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

Course duration:

The minimum of time which is required to achieve the training objects.

Admission requirements:

The minimum of competencies and abilities which are obligatory for a potential admission.

Evaluation:

The process of collecting evidence and judgment about whether a competency is achieved or not.

Include: written examination, practical examination

Required Qualifications for Trainers:

The minimum of Trainer's technical and vocational abilities which the trainer is required to have.

Competency:

The ability of efficient performing a duty in a variety of workplaces conditions

Knowledge:

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

Skill:

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

Attitude:

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

Safety:

The cases which doing or not doing something can cause harm or accident

Environmental Consideration:

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

Job title:

ITIL® V3 Foundation Level

Job description:

The Information Technology Infrastructure Library™ (ITIL) offers a systematic approach to the delivery of quality IT services. ITIL was developed in the 1980s and 1990s by CCTA (Central Computer and Telecommunications Agency, now the **Office of Government Commerce, OGC**), under contract to the UK Government.

Since then, ITIL has provided not only a best practice based framework for IT management, but also an approach and philosophy shared by the people who work with it in practice. ITIL has now been updated twice, the first time in 2000-2002 (V2), and the second time in 2007 (V3). ITIL is supported by the **IT Service Management Forum (itSMF)**, an internationally recognized not-for-profit organization dedicated to support the development of IT service management, e.g. through publications in the ITSM Library series. It consists of a growing number of national chapters (80+), with itSMF International as the controlling body.

Foundation Level

The ITIL Foundation Certificate in IT service Management is targeted at:

- Individuals who require a basic understanding of the ITIL framework and how it may be used to enhance the quality of IT service management within an organization.
- IT professionals who are working within an organization that practices ITIL and who need to be informed about - and contribute to - service improvement.

The ITIL has other levels that are **Intermediate Level, ITIL Expert** and **ITIL Master**.

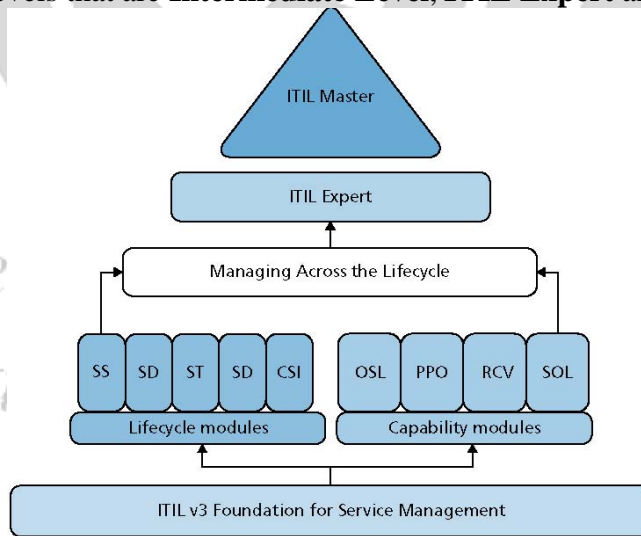


Figure 1.1 The ITIL V3 qualification scheme

admission requirements:

minimum degree of education: Computer or IT Engineer

minimum physical and mental ability:-

prerequisite skills: -

Course duration:

Course duration : 8 hours

Evaluation : (%)

Required Exams

ITIL Foundation Exam

1-Prerequisites

There are no formal criteria or prerequisites for candidates wishing to take the ITIL Foundation exam. However, candidates are recommended to attend an accredited training course. Candidates attending a training course are recommended to choose one of the accredited course providers.

2-Format

The ITIL V3 Foundation exam consists of 50 multiple choice questions. To pass the examination, 26 out of the 50 questions (52%) must be answered correctly. The duration of the examination is 75 minutes. Candidates sitting the examination in a language other than their native language have a maximum of 90 minutes and are allowed the use of a dictionary. It is not allowed to use books during the examination. The examination can be online or paper based. Candidates who fail may retake the examination, there is no limit to the number of times a candidate may retake the exam.

3-Exam Preparations

To enhance your chances for success in the examinations for the ITIL Foundation Certificate there are a couple of precautions you can take, the first one being to take the examination seriously.

3.1 Preparation for the exam

- Participate in an accredited training course. Learning the basics of IT service management is more fun and more effective if done in a group of professionals sharing experiences and with an experienced tutor with a depth of understanding and practical working experience.
- Plan to spend enough time for private study and revision of course materials, ITIL documentation and this training guide.
- Discuss what you learned in the training course and from the books with colleagues and friends. Sharing experiences about best practice helps you to understand IT service management principles.

3.2 Preparation for the day of the exam

- Plan your journey to the examination center. Aim to arrive fifteen minutes early to have a quiet start of the examination; for example, with a coffee or tea.
- Have a good night sleep and start the examination session well rested. Do not try to study the course material until deep into the night.
- Choose clothes that make you feel comfortable, you do not have to represent your company, you are representing yourself.
- Do not forget to bring a valid personal ID paper (passport, ID card).

3.3 Hints and tips during the exam

- Carefully read all the questions.
- Start answering the easy questions first.
- In answering the multiple-choice questions, first try to think of an answer yourself before choosing one of the options. Your first hunch is often the best.
- Do not complicate the question by trying to find counter-examples for the answer you think is best. The questions are not meant to be tricky and, in exceptional circumstances, almost certainly, most answers will turn out not to be the whole truth.
- Before the end of the examination sessions, check whether you have answered all the

questions. If you are not sure, try your best choice.

- Do not spend too much time on any one question
- Do not panic. With the right kind of preparation, the examination is not very difficult, you can do it!

Required Qualifications for Trainers:

ITIL degree holders with ۲ years experience



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Job Training Standard

Competency

	Title
۱	The ITIL Qualification Scheme
۲	Introduction
۳	Service Strategy
۴	Service Design
۵	Service Transition
۶	Service Operation
۷	Continual Service Improvement (CSI)
۸	ITIL Foundation Exam
۹	
۱۰	
۱۱	

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Training standard
Contents analysis form

Title: The ITIL Qualification Scheme	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: About ITIL The ITIL Qualification Scheme Foundation Level Intermediate Level ITIL Expert ITIL Master Examination Institutes APMG DANSK IT DF Certifiering AB EXIN ISEB LCS Accredited Training Organizations About this Study Guide	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: ITIL Introduction	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Definition of Service Management Service Management Technology overview of the Service Lifecycle ITIL Library Introduction to Functions and Processes Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

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Title: Service Strategy	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Lifecycle Phase Introduction Basic concepts Processes and other activities Organization Methods, techniques and tools Implementation and operation Functions and Processes Financial Management Service Portfolio Management Demand Management Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Service Design	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Lifecycle Phase Introduction Basic concepts Processes and other activities Organization Methods, techniques and tools Implementation and operation Functions and Processes Service Catalogue Management Service Level Management Capacity Management Availability Management IT Service Continuity Management Information Security Management Supplier Management Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
	Attitude: Speed and accuracy in doing the right thing			
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Service Transition	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Lifecycle Phase Introduction Basic concepts Processes and other activities Organization Methods, techniques and tools Implementation and operation Functions and Processes Transition Planning and Support Change Management Service Asset and Configuration Management Release and Deployment Management Service Validation and Testing Evaluation Knowledge Management Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
	Attitude: Speed and accuracy in doing the right thing			
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Service Operation	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Lifecycle Phase Introduction Basic concepts Processes and other activities Organization Methods, techniques and tools Implementation and operation Functions and Processes Event Management Incident Management Request Fulfillment Problem Management Access Management Monitoring and Control IT Operations Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: Continual Service Improvement (CSI)	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Lifecycle Phase Introduction Basic concepts Processes and other activities Organization Methods, techniques and tools Implementation and operation Functions and Processes CSI Improvement Process Service Reporting Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Title: ITIL Foundation Exam	time			
	theoretical	practical	total	
	Determined by the instructor			
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
Knowledge and Skill: Prerequisites Format Exam Preparations Preparation for the exam Preparation for the day of the exam Hints and tips during the exam Sample Questions	Determined by the instructor			Equipment & Tools & Materials & Resources (books, site, software...)
Attitude: Speed and accuracy in doing the right thing				
Health & Safety: Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

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Equipment & Tools & Materials & Resources (books, site, software...)form

APM Group Website. <http://www.apmgroup.co.uk>

Bon, J. van, (Ed.) (۲۰۰۷). Foundations of IT Service Management, Based on ITIL V۳.

Zaltbommel: Van Haren Publishing for itSMF.

Bon, J. van, (Ed.) (۲۰۰۷). IT Service Management, Based on ITIL V۳.- A Pocket Guide.

Zaltbommel: Van Haren Publishing

ITIL. Continual Service Improvement (۲۰۰۷). OGC. London: TSO.

ITIL. Service Design (۲۰۰۷). OGC. London: TSO.

ITIL. Service Operation (۲۰۰۷). OGC. London: TSO.

ITIL. Service Strategy (۲۰۰۷). OGC. London: TSO.

ITIL. Service Transition (۲۰۰۷). OGC. London: TSO.

ITIL Service Management Practices V۳ Qualification Scheme (۲۰۰۷). APM Group

The Official ITIL Site, <http://www.itil-officialsite.com>

The INTERIM ITIL Foundation Certificate in IT Service Management SYLLABUS,

Version ۳.۱. APM Group London

*Required quantity for each ۱۵ Trainees



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