



Frequently Asked Questions ITIL® Practitioner Certification

What are the course fees for this training course?

The price for the clustered ITIL® Practitioner certification training course is \$2,750 per student.

What are the course fees for InterProm USA customers?

For InterProm USA training and/or consulting customers the price is \$2,550 per student.

What are the course fees when enrolling multiple students?

When enrolling 2 or more participants of the same company/organization the price is \$2,550 per student.

What are the course fees when conducting this course in-house or onsite?

For in-house or onsite training courses we provide attractive discounts. Please contact us (contact@interpromusa.com) to obtain a quote that has all the details. When providing us with the name of the training course, the location and the number confirmed students we will provide with a quote within 24 hours.

What is included in the course fees?

InterProm USA includes the following in its course fees:

- Our own EXIN-accredited course materials
- Our own EXIN-accredited instructor
- The ITIL® literature that needs to be studied
 - For IPSR and IPRC: the ITIL® Service Support book
 - For IPAD and IPPI: the ITIL® Service Delivery book
- Lunch and refreshments (for open enrollment training courses)
- All EXIN certification examination fees
- Six months of e-tutor support for candidates that don't pass the test the first time

Is the ITIL® book included in the course fees?

Yes! Upon receipt of your payment, ideally 4-5 weeks prior to the class, InterProm USA will ship to you a copy of the ITIL® literature that needs to be studied, along with other course materials that are part of your preparation efforts.

Is the exam fee included in the course fees?

Yes! The price includes the examination and certification fees.

Is the certification examination part of this training course?

Yes, on the last day of the training course at 3:00pm the examination session will begin. The exam will be proctored by an examination supervisor of EXIN.



Does the training course include a thorough certification examination preparation?

Yes, throughout the training course the students will be prepared for the certification examination. The training course includes a practice test prior to the exam. Also included are multiple hints and tips as will be shared with the student by our accredited instructors.

What is the level of IT Service Management experience of the instructors?

Unlike many other course providers, InterProm USA's instructors are veterans in the IT Service Management industry. Each of our accredited instructors has dedicated their careers to IT Service Management consulting and training for more than 10-15 years.

What is the target audience for this training course?

The ITIL® Practitioner course is intended for professionals who will participate in managing, organizing and optimizing the operations of those ITIL® processes addressed in the training course in an IT Service Organization which has implemented or started to implement ITIL®-based processes. The target audience includes operational staff, team leads, supervisors, and managers wishing to extend their skills in planning, monitoring, reporting and optimizing related to the processes that are being addressed during the training course.

What are the ITIL® Practitioner certification training courses you can choose from?

- ITIL® Practitioner Support & Restore (IPSR)
 - Service Desk
 - Incident Management
 - Problem Management
- ITIL® Practitioner Release & Control (IPRC)
 - Configuration Management
 - Change Management
 - Release Management
- ITIL® Practitioner Agree & Define (IPAD)
 - Service Level Management
 - Financial Management for IT Services
- ITIL® Practitioner Plan & Improve (IPPI)
 - Capacity Management
 - IT Service Continuity Management
 - Availability Management

What are the prerequisites for this training course?

Participants must have obtained the ITIL® v2 or v3 Foundation certificate in IT Service Management. Having obtained some experience with implementing ITIL®-based best practices will increase the participant's chances for passing for the exam the first time.



What are the prerequisites for the certification examination?

Participants must have obtained the ITIL® v2 or v3 Foundation certificate in IT Service Management. You must have attended an accredited Practitioner training and have successfully completed and fulfilled the three Practical Assignments.

What are the competencies that are required for this training course?

Participants need to possess:

- Business competencies; Competencies related to organizational elements like business and IT objectives, culture, and the relationship between business needs and objectives.
- Technical competencies; Competencies related to process improvements and methods and techniques for operational system administration
- Behavioral competencies; Competencies related to analytical thinking and creativity

I have an ITIL® Foundation certificate from ISEB. Is this valid too?

Yes! There is no difference whether you have an ITIL® Foundation certificate from EXIN or ISEB.

What is the minimum and maximum number of students per class?

EXIN requires a minimum number of 6 students and a maximum of 16 students per class. InterProm USA however has experienced that a class with at least 8 students is far more effective due to the various team assignments that are part of the course curriculum. With more co-students in one class more experiences can be shared. As far as the maximum number of students we prefer limiting it to 12 students to allow for more individual attention for each student.

When does the class begin and end each day?

The class starts at 8:00am and ends at 5:00pm each day. It is not uncommon that students use the evening hours to optimize their practical assignment results and to study for the exam.

Do I need to prepare for this class?

Yes! InterProm USA will ship to you the course materials 4-5 weeks prior to the class you are required to thoroughly study. These materials include:

- For IPSR and IPRC: the ITIL® Service Support book (included in the course fees)
- For IPAD and IPPI: the ITIL® Service Delivery book (included in the course fees)

Note that during the class a substantial amount of time is reserved for completing and fulfilling the practical assignments. This means that during the class the time to study for the exam is very limited. In order to significantly increase your chances to pass for the exam it is highly recommended to thoroughly study the materials that will be shipped to you prior to the class. 'Thoroughly studying' is more than 'reading and understanding' the theory. The certification exam will mainly test you on how well you have studied these course materials.



What are the examination requirements?

Candidates will be tested on the following aspects:

- 30%: Managing the processes that are being addressed during the training course
- 50%: Organizing the processes that are being addressed during the training course
- 20%: Optimizing the processes that are being addressed during the training course

What is the examination format?

The examination will be a closed-book multiple choice exam consisting of 40 questions. The candidate will have 120 minutes to complete the exam. To pass for the exam one needs to have 26 questions answered correctly. Per popular demand the exam will be paper-based.

When will I receive the exam results?

EXIN will e-mail to you your own exam results approximately 5 business days after the exam. Within three weeks after the exam you will receive the results by mail. For those who pass for the exam this will include your certificate and pin.

What are InterProm's average passing rates for the certification examination?

InterProm USA prides itself in consistently beating the average passing rates in the market. Worldwide first-time passing rates as published by EXIN are around 76%. This exam is more difficult than the ITIL® Foundation exam.

What happens if I don't pass for the exam?

InterProm USA offer 6 months of e-tutoring support after the class to those candidates that fail for the test. Retaking the exam will require to either travel to an EXIN office location in Toronto or Boston for North America or join another exam session that is part of another ITIL® Practitioner training course. Currently, Prometric does not offer ITIL® Practitioner certification examinations.

Does my certificate expire when ITIL® version 3 will be released?

No, your certificate remains valid. EXIN certificates always keep their value.

I have an ITIL Practitioner certificate for a single process. Is this still valid?

Yes, your certificate remains valid. EXIN certificates always keep their value.

I have an ITIL Practitioner certificate for a single process. Will I be exempt from exam questions addressing this process when participating in a clustered Practitioner certification exam?

No, you will need to answer all the questions.

For more information call us at (+1) 480-699-9642, or visit and logon to our website at <http://www.interpromusa.com>.