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## Frequently Asked Questions ITIL® Service Manager Certification

### **What are the course fees for this training course?**

The price for the ITIL® Service Manager certifications training course is \$7,700 per student.

### **What are the course fees for InterProm USA customers?**

For InterProm USA training and/or consulting customers the price is \$7,000 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 \$7,000 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](mailto: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 instructors
- The ITIL® literature that needs to be studied
  - The ITIL® Service Support book
  - The ITIL® Service Delivery book
- Lunch and refreshments (for open enrollment training courses)
- All EXIN certification examination fees
- Two one-day exam preparation sessions
- Two Study Guides
- Six months of e-tutor support for candidates that don't pass the test the first time

### **Are the ITIL® books 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 such as Study Guides that are part of your preparation efforts.

### **Is the exam fee included in the course fees?**

**Yes!** All certification examination fees are included in the course fees.

### **Is a thorough examination preparation included in the course fees?**

**Yes!** Included are a one-day exam preparation session for the Service Support exam and a one-day exam preparation session for the Service Delivery exam.



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### **How many days does this training course last?**

InterProm USA's format has proven to result in the highest passing rates. It consists of:

- 4-5 weeks of study and preparation time prior to each module; Service Support and Service Delivery
- A five-day class for Service Support
- The adjacent weekend to study
- The following Monday a full day of Service Support exam preparation
- Then on the following Tuesday morning from 9:00am till noon the Service Support Certification exam, proctored by EXIN
- Then a break of 4-5 weeks to prepare for the Service Delivery module
- A five-day class for Service Delivery
- The adjacent weekend to study
- The following Monday a full day of Service Delivery exam preparation
- Then on the following Tuesday morning from 9:00am till noon the Service Delivery Certification exam, proctored by EXIN

This format minimizes travel time, allows for sufficient time to prepare for both the class and the exam and assures the necessary dedication and focus

### **What does it take to become an ITIL Service Manager?**

To be ITIL Service Manager certified each participant must:

- Possess the ITIL Foundation Certificate
- Qualify through a pre-course assessment
- Pass for the in-course assessments
- Pass for both the Service Support and for the Service Delivery certification exams

### **How many instructors will be conducting this training course?**

Unlike many other course providers, InterProm USA will have two instructors conducting the training course at all times! In doing so, the participants will benefit from the instructor's experience at throughout the training course.

### **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.

### **Where is the certification examination preparation and certification examination being held?**

The certification examination as well as the exam preparation will be held at the same location as the class was conducted.

### **What is the target audience for this training course?**

The ITIL® Service Manager training course is intended for managers and consultants in IT Service Management, especially those who are involved in and/or responsible for implementing ITIL® processes or are advising on ITIL® processes.



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### **What are the prerequisites for this training course?**

- Participants must have obtained the ITIL® Foundation certificate in IT Service Management.
- Participants are presumed having a higher educational background (e.g. college degree) or a similar level obtained through practical experience or self-study
- Participants are expected having good oral and written language skills
- Participants are presumed having good verbal skills, presentation skills, meeting skills, empathy and teamwork skills
- Participants have at least two years of professional experience as a manager or a consultant in the field of IT management

### **What are the prerequisites for the certification examination?**

Participants must have obtained the ITIL® Foundation certificate in IT Service Management. You must have attended an accredited Service Manager training, have passed the pre-course assessment and have successfully completed and fulfilled the In-course Assessment (ICA).

### **What is the In-course Assessment?**

Part of the examination is the in-course assessment. Your management skills and competencies will be assessed by the EXIN-accredited instructors during the training course. In order to obtain your Manager's Certificate in IT Service Management the results of this assessment must be satisfactory.

### **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. During the evening hours the students are expected to complete homework assignments which are part of the In-course Assessment.



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## **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:

- The ITIL® Service Support book (included in the course fees)
- The ITIL® Service Support Study Guide (included in the course fees)
- The ITIL® Service Delivery book (included in the course fees)
- The ITIL® Service Support Study Guide (included in the course fees)

The estimated number of required study hours is 320. These can be divided as follows:

- Gaining and understanding of the literature on Service Support: 20 hours
- Service Support training course: 40 hours
- Gaining and understanding of the literature on Service Delivery: 20 hours
- Service Delivery training course: 40 hours
- Studying the ITIL® Service Support modules and exercises: 60 hours
- Studying the ITIL® Service Delivery modules and exercises: 60 hours
- Developing report writing skills: 40 hours
- Developing management skills: 40 hours

Note that during the class a substantial amount of time is reserved for completing and fulfilling the in-course assignments, which are part of the In-course Assessment. 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.

## **What are the examination requirements?**

Candidates will be tested on the following aspects:

- Analyze IT Service Management processes within an organization
- Design an organizational structure
- Describe the IT Service Management processes
- Assess and audit the IT Service Management processes
- Implement change processes
- Reporting skills
- Management skills

## **Which processes/functions are being evaluated?**

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Service Level Management
- Financial Management for IT Services
- Capacity Management



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- IT Service Continuity Management
  - Availability Management (including Security Management)

### **What is the examination format?**

The certification examination consists of two exam sessions, one for Service Support and one for Service Delivery with open questions. Each session lasts 3 hours. No literature is allowed during the exam. You will need a score of 50% or higher to pass for each exam. For open enrollment training course we offer paper-based exams. EXIN does offer electronic exams at their locations. Upon request we can facilitate electronic exams at your office location.

### **When will I receive the exam results?**

EXIN will mail to you your own exam results approximately 8 weeks after the exam. 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 for Service Support are around 62% and for Service Delivery around 59%. This exam is more difficult than the ITIL® Foundation or the ITIL Practitioner exams.

### **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® Service Manager training course. Currently, Prometric does not offer ITIL® Service Manager's certification examinations.

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

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

### **Does InterProm offer ITIL® v3 Service Manager Bridge class?**

Yes. It is expected that early 2008 the exam requirements for the ITIL v3 Service Manager Bridge exam will be released.

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