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## Foreword

It is hoped that this document will provide potential candidates for the IT Service Management Practitioner Certificate with all the basic information they need regarding eligibility and the format of the examinations. Further queries should be directed to the Training Provider or the Examinations Officer at ISEB, Vicki Beasant at [vbeasant@hq.bcs.org.uk](mailto:vbeasant@hq.bcs.org.uk).

## 1 INTRODUCTION

### 1.1 Background

The Information Systems Examinations Board (ISEB) is division of the British Computer Society. ISEB was created in 1990 from the Systems Analysis Examinations Board (which was set up in 1967). ISEB administers examinations and issues certificates in a variety of subjects in the field of information systems engineering.

For all certificates, the emphasis is on providing a professional qualification. To achieve this, ISEB adopts a two-fold approach to quality: accreditation and examination.

Examinations enable candidates to demonstrate their individual competence. The precise form of examination varies from certificate to certificate, and may comprise a written examination, course assessment and oral examinations.

Organisations wishing to offer courses leading to certificates have to be accredited by ISEB. There are no restrictions as to the nature of establishments which may apply for accreditation: education and training bodies, public and private, large or small are all eligible. Once accredited, Training Providers are monitored in a variety of ways to ensure standards are maintained.

### 1.2 The IT Infrastructure Library

The syllabus's for these Certificates are based upon two volumes of the OGC's IT Infrastructure Library (ITIL®<sup>1</sup>) and covers the areas of Service Delivery and Service Support. It is essential that candidates taking the examination are familiar with these volumes. They give guidance on the best practice for provision of quality IT services, and on the accommodation and environmental facilities needed to support IT.

The Library has been developed in recognition of organisations' growing dependency on IT. Without IT, most businesses cannot function; without quality IT they cannot function well. Organisations therefore need quality IT services. These services must, of course, be matched to business needs and customer requirements as they evolve, and they must be provided economically which implies making optimum use of scarce IT skills. Effective management is needed.

The IT Infrastructure Library (ITIL®<sup>2</sup>) embodies good practice for IT service management. The Library provides a documented, systematic approach that will help organisations to deliver well managed IT services in the face of such difficulties

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<sup>2</sup> ITIL is a registered trade mark of OGC – Office of Government Commerce

as skills shortages, more exacting and unpredictable business requirements and user demands, and the growing complexity of IT systems. Such a systematic approach to IT service management also reduces the learning curve for staff.

Implementing the guidance in the Library as part of a quality management system will help an IT Services group to comply with the quality standards such as BS15000, which is specific to IT Service Management and the more general ISO 9000. Further information on BS15000 can be found at [www.bs15000certification.com](http://www.bs15000certification.com).

### **1.3 The Syllabus for this Certificate**

Details are given in an individual syllabus document for each of the Practitioner modules available and these documents can be found on the ISEB website [www.iseb.org.uk](http://www.iseb.org.uk).

### **1.4 The Holder of the Certificate**

Holders of the IT Service Management Practitioner's Certificate should be familiar with the **techniques** involved across the range of service delivery and service support activities. They should be able to **relate** these activities to each other and to wider IT issues; and they should be competent to **manage** service delivery and service support functions.

## **2 CANDIDATES**

### **2.1 Entry to Accredited Courses**

The training courses are suitable for candidates who meet the following *minimum* criteria.

- Holder of the Foundation Certificate in IT Service Management. It is the responsibility of the training provider to ensure that the candidates hold this certificate before they take the training course.
- IT practitioner with at least one years' general IT experience and at least one year experience in an IT Service Management environment either as a practitioner, supervisor or manager.
- IT practitioner with a number of years experience in a specialised service management discipline aiming to take on a supervisory / managerial role.
- Responsibility for the execution and maintenance of a specific ITSM process or processes within the context of the organisation's business policies and procedures.
- The ability to communicate effectively with managers, subordinates, colleagues, users and customers at all levels of seniority.

### **2.2 Format and Duration for the Course**

The training may be offered in a variety of formats, but is most commonly available as an eighteen hour course run over a minimum period of three days to include one assessed assignment and an end of course examination.

### **2.3 Eligibility for Examination**

To be entered for the written examination leading to the Certificate, the candidate must fill three requirements.

- Attend an accredited training course and complete the in-course assignment.
- Demonstrate at least one year of general IT experience and have at least one years experience in an IT Service Management environment as a practitioner, supervisor or manager.
- Holder of the Foundation Certificate in IT Service Management

## **2.4 Format and Duration of the Assessment and Examination**

### ***In-course Assignment:***

The in-course assignment will account for 50% of the overall mark for the Certificate. All Assignments will be double marked by ISEB approved examiners. The Assignment sitting will be invigilated by the Training Provider and the papers then sealed, to be handed to the ISEB invigilator prior to the Examination. Training Providers should not mark or otherwise assess the assignments.

The assignment will be based on a general Case Study which will be the same as that used for both the sample exam paper and the real exam paper. The duration of the Assignment is 1 hour 15 minutes, which consists of 15 minutes for reading and preparation then 60 minutes to answer the questions. Candidates are permitted to make rough notes during the preparation period.

The assignment will be entirely paper-based; computers may not be used for either the delivery or execution of assignment work.

**Assessment Marks:** Candidates achieving a combined total of 65% or greater in the combined Assignment and Examination will be awarded a pass, provided they achieve a minimum of 50% in each of the Assignment and the Examination.

## **2.5 Candidate Registration**

Candidates taking the examination immediately following a course will be entered for the examination by the Training Provider. Those wishing to take the central examination should register direct with ISEB, from whom the entry form may be obtained.

## **2.6 General Arrangements for the Examination**

ISEB employs invigilators at who will go to the examination centres and invigilate the exam. ISEB provides secure delivery of the examination papers and answer booklets to and from the examination venues.

The examination papers and answer booklets are confidential to, and remain the property of ISEB. All examination papers and answer booklets are to be retained within the examination room(s), and returned to ISEB and all copies are to be accounted for by the invigilator.

## **2.7 Examination Dates**

The examination should be held on site at the conclusion of the course. In addition, ISEB will normally also arrange four central examinations per year. Details may be obtained from ISEB. Candidates may take a public examination sitting; these are generally held at the BCS, 1<sup>st</sup> Floor, The Davidson Building, 5 Southampton Street, London, WC2E 7HA on a quarterly basis. Please contact ISEB for confirmation of venue location on your chosen date.

Any candidates wishing to take any of the above public date examinations should download and complete the registration form and return this and the exam payment by cheque made payable to The British Computer Society to the Service Management Examinations Officer at least three weeks prior to the examination date. It is also possible to make payments via credit card by contacting ISEB direct.

The preferred standard date should also be noted at the top of the form, although this will be subject to availability.

## **2.8 Notification of Examinations Results**

Examination results will be sent direct to candidates within four weeks of the date of the examination. Under no circumstances will results be given over the telephone or by facsimile. A copy of the relevant results will also be sent to Training Providers.

## **2.9 Issue of Certificates**

Certificates will be sent to Training Providers for onward despatch to candidates. Certificates will not be issued until the relevant examination fees have been paid.

## **2.10 Candidate Feedback**

Feedback is not available for the Service Management Practitioner's Certificate.

## **2.11 Copyright of exam papers**

All papers remain the copyright of ISEB. Copying them is not permitted and all prints of the paper must be returned to ISEB after the examination has taken place.

## **2.12 Sample Papers**

ISEB has sample papers available on request for both candidates and Training Providers. Check the ISEB web pages for charges and availability. If not accessible on the web then please contact ISEB directly.

## **2.13 Appeals**

Should a candidate wish to lodge a complaint about the examination itself or their result, they should first consult the ISEB Appeals procedure, then:

- Provide a written request (including candidate number, full title of examination and date taken) giving reasons for the appeal to the ISEB Examination Manager not later than 4 weeks after the release of examination results.
- Enclose documentary evidence where appropriate (e.g. medical report).
- Enclose the correct fee. This will be refunded in the event that the appeal is upheld.

The decision of ISEB is final. The ISEB Appeals Procedure is published at [www.iseb.org.uk](http://www.iseb.org.uk)

## **2.14 Examination Fees**

Fees will normally be collected from Training Providers for candidates entering for the first time. In all other cases individual candidates will be responsible for the payment of the fee.

A schedule of current fees may be obtained from the ISEB website [www.iseb.org.uk](http://www.iseb.org.uk)

## **2.15 Special Needs**

ISEB endeavours to accommodate the needs of candidates with a particular examination requirement, according to individual circumstances, ensuring such candidates are not disadvantaged or advantaged in relation to other candidates and that certificates accurately reflect candidate attainment. If your candidate requires special arrangements please contact ISEB a minimum of four weeks before the examination date to ensure that arrangements can be made. For detailed information, please refer to the document 'ISEB Reasonable Adjustment Policy'. All special needs candidates will be required to complete the 'Special Requirements Form' and return it to ISEB.

## **2.16 Complaints**

Any complaints regarding ISEB operational matters should be addressed to the ISEB Examinations Manager.

Any complaints regarding ISEB accreditation matters should be addressed to the ISEB Accreditation Manager.

### **2.17 Candidate Conduct**

If ISEB has sufficient evidence to demonstrate that a particular candidate's behaviour is adversely affecting any remaining candidates during an assignment/examination, ISEB reserve the right to disqualify them and withhold their result. The candidate may then reapply and re-sit the examination at ISEB's discretion. A further examination fee will be applicable.

### **2.18 Examination Statistics**

ISEB will issue examination statistics showing the overall pass rate (updated each financial year). This information will be placed on the ISEB website. Training Providers may make public the overall pass rates for their own candidates, and may use these in conjunction with ISEB's overall statistics. Under no circumstances however, may they publish, or in any other way reveal examination statistics of other Training Providers.

### 3. Contact Details for ISEB

Examination queries should be directed to the relevant IT Service Management Examinations Officer. The Foundation Certificate Examination Officer is Carrie Mitchell at [cmitchell@hq.bcs.org.uk](mailto:cmitchell@hq.bcs.org.uk) and the Manager's and Practitioners Certificate Examination Officer is Vicki Beasant at [vbeasant@hq.bcs.org.uk](mailto:vbeasant@hq.bcs.org.uk). Any other queries can be directed to Stephanie Venn, Examinations Manager at [svenn@hq.bcs.org.uk](mailto:svenn@hq.bcs.org.uk).

The postal address is: ISEB (ITSM)  
4th Floor, Minton Place  
Station Road  
Swindon  
Wiltshire  
SN1 1AB

The contact telephone number is: + 44 (0) 1793 417 426

The IT Infrastructure Library can be obtained from the OGC, The Stationery Office, the *itSMF*, and elsewhere. Details are shown below:

OGC (Office of Government Commerce)  
Rosebery Court  
St Andrews Business Park  
Norwich  
NR7 0HS  
Email: [Bookshop@ogc.gov.uk](mailto:Bookshop@ogc.gov.uk)  
Tel: +44 (0) 1603 704 567

The Stationery Office  
Publications Centre  
PO Box 276  
London  
SW8 5DT  
Tel: +44 (0) 171 873 9090  
Fax: +44 (0) 171 873 8200  
[www.national-publishing.co.uk](http://www.national-publishing.co.uk)

*itSMF* – UK  
Webbs Court  
8 Holmes Road  
Earley  
Reading  
Berkshire  
RG6 7BH

Tel: +44 (0) 118 926 0888  
Fax: (+44 (0) 118 926 3073  
Email: [service@itsmf.com](mailto:service@itsmf.com)

The IT Infrastructure Management Forum, the *itSMF*, is an independent membership organisation providing a forum for all those with a professional interest in IT Service Management. Contact details are as above.