



Frequently Asked Questions ITIL® v3 Foundation Certification and ITIL® v3 Foundation Bridge Certification

What are the course fees for these training courses?

The price for the ITIL® v3 Foundation certification training course is \$1,495 per student.

The price for the ITIL® v3 Foundation Bridge certification training course is \$995 per student.

We offer competitive discounts when conducting these courses onsite. Please contact us for a fixed-price quote.

What are the course fees for InterProm USA customers?

For InterProm USA training and/or consulting customers the price for the ITIL® v3 Foundation certification training course is \$1,195 per student.

For InterProm USA training and/or consulting customers the price for the ITIL® v3 Foundation Bridge certification training course is \$795 per student.

What are the course fees when enrolling multiple students?

When enrolling 2 or more participants of the same company/organization the price for the ITIL® v3 Foundation certification training course is \$1,195 per student.

When enrolling 2 or more participants of the same company/organization the price for the ITIL® v3 Foundation Bridge certification training course is \$795 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
- Lunch and refreshments (for open enrollment training courses)
- All EXIN certification examination fees
- The ITIL® Dictionary with ITIL® key concepts and their definitions
- ITIL® White Papers
- Three practice tests
- Six months of e-tutor support for candidates that don't pass the test the first time

Are ITIL® books included in the course fees?

Yes! An ITIL® v3 Pocket Guide is included with the course materials.



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 almost 20 years.

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 ITIL® v3 Foundation certification training course at 2:00pm the examination session will begin. The exam will be proctored by an examination supervisor of EXIN.

At the end of the day of the ITIL® v3 Foundation Bridge certification training course at 4:30pm 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 three practice tests 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 target audience for the ITIL® v3 Foundation certification training course?

The target audience for the ITIL® v3 Foundation certification training course is:

- Employees involved in IT infrastructure management (including application development and application management) who are required to work within processes that are, or will be, organized according to ITIL®
- Candidates who wish to progress further to the ITIL® Practitioner or ITIL® Service Manager in IT Service Management certificate or to the area of ISO/IEC 20000. The Foundation certificate is a prerequisite for the Practitioner or Manager certificate in IT Service Management as well as for the Service Quality Management Foundation certificate (based on ISO/IEC 20000).

What is the target audience for the ITIL® v3 Foundation Bridge certification training course?

The target audience for the ITIL® v3 Foundation Bridge certification training course is:

- All who hold an ITIL v2 Foundation Certificate and is requiring more information about the new version of ITIL.
- Because of the fast-paced nature of this training course it is recommended having a good comfort level with ITIL's processes, including goals, inputs, activities, outputs, roles & responsibilities, benefits and risks prior to attending.



- If it has been some time since you have acquired your Foundation certification, or you have not taken a Foundation training course, InterProm USA recommends the ITIL v3 Foundation Certification training course.

What are the prerequisites for the ITIL® v3 Foundation certification training course?

There are no prerequisites for this training course. The training course presumes that the participants have some basic understanding of IT.

What are the prerequisites for the ITIL® v3 Foundation Bridge certification training course?

- The ITIL v2 Foundation Certificate
- Be well-versed in ITIL's terminology and processes

What are the prerequisites for the certification examination?

Participants must recognize:

- The importance of the IT Services and the IT infrastructure to an organization
- The service-based approach to the business organization
- The ITIL® processes involved in the management of the IT Services
- The basic concepts of ITIL® v3

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

EXIN requires a minimum number of 6 students and a maximum of 25 students per class.

When does the class begin and end each day?

The ITIL v3 Foundation class starts at 8:00am and ends at 5:00pm the first two days. On the third day the class is done at 3:00pm.

The ITIL v3 Foundation Bridge class starts at 8:00am and ends at 5:00pm the first day. On the second day the class is done at noon.

Do I need to prepare for this class?

No! There is no need to prepare for this training course. It is recommended not planning too many (work-related) activities during this training course.

Does InterProm offer a self-paced web-based ITIL® v3 Foundation course?

Yes! The self-paced web-based ITIL v3 Foundation course is now available! Please visit our website to request a 60-day license.

What are the examination requirements?

Candidates will be tested on the following aspects:

- Recognize basic concepts of the IT Service Lifecycle and its supporting IT Service Management processes
- Recognize the relationships between the most commonly implemented IT Service Management processes



Which parts of the Service Lifecycle are being evaluated?

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

What is the examination format?

The examination for the ITIL® v3 Foundation certification training course is a closed-book multiple choice exam consisting of 40 questions. The candidate will have 60 minutes to complete the exam. To pass for the exam one needs to have 26 questions answered correctly. 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.

The examination for the ITIL® v3 Foundation Bridge certification training course is a closed-book multiple choice exam consisting of 20 questions. The candidate will have 30 minutes to complete the exam. To pass for the exam one needs to have 13 questions answered correctly.

When will I receive the exam results?

EXIN will e-mail to you your own exam results approximately 1-2 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 87%.

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 can be done online through EXIN. Please contact EXIN (www.exin-us.org) for more information.

Are the Intermediate and Expert ITIL v3 Certification Training Courses available?

Yes! InterProm is actively pursuing accreditation for all Intermediate certification training courses and the Expert certification training course: Managing Across the Lifecycle.

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