



Frequently Asked Questions ITIL® v3 Intermediate Certification and ITIL® v3 Expert Certification

What are the course fees for these training courses?

The list price for the ITIL® v3 Intermediate Capability certification training course is \$2,550 per student.

The list price for the ITIL® v3 Intermediate Lifecycle certification training course is \$2,250 per student.

The list price for the ITIL® v3 Managing Across the Lifecycle certification training course is \$2,850 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 Intermediate Capability certification training course is \$2,350 per student.

For InterProm USA training and/or consulting customers the price for the ITIL® v3 Intermediate Lifecycle certification training course is \$2,150 per student.

For InterProm USA training and/or consulting customers the price for the ITIL® v3 Managing Across the Lifecycle certification training course is \$2,650 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 Intermediate Capability certification training course is \$2,350 per student.

When enrolling 2 or more participants of the same company/organization the price for the ITIL® v3 Intermediate Lifecycle certification training course is \$2,150 per student.

When enrolling 2 or more participants of the same company/organization the price for the ITIL® v3 Managing Across the Lifecycle certification training course is \$2,650 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)
- 50% of the contact hours dedicated to practical assignments
- All EXIN certification examination fees



-
- The ITIL® Dictionary with ITIL® key concepts and their definitions
 - ITIL® White Papers
 - Two 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?

No! The applicable official ITIL v3 publication is not included with the course materials. Our online bookstore has the publications you need for each 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 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 training course at 3:30pm 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 two 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 Intermediate certification training courses?

The target audience for the ITIL® v3 Intermediate certification training courses is:

- Individuals who have attained the ITIL v3 Foundation certificate or the ITIL v2 Foundation certificate plus the ITIL v2-v3 Foundation Bridge certificate
- Individuals who require a deep understanding of how to apply the concepts and good practices of the applicable processes to enhance the quality of support and delivery of IT services
- Operational, Tactical or Strategic staff, depending on the applicable course, involved in the processes covered during the training course.

What is the target audience for the ITIL® v3 Managing Across the Lifecycle certification training course?

The target audience for the ITIL® v3 Managing Across the Lifecycle certification training course is:



-
- Individuals who require business and management level understanding of the ITIL v3 core Lifecycle and how it may be implemented to enhance the quality of IT service provision within an organization
 - Individuals seeking ITIL Expert certification in IT Service Management for which this qualification is the final mandatory module leading to the Expert certification
 - Individuals seeking progress towards the ITIL Master in IT Service Management for which the ITIL Expert is a prerequisite

What are the prerequisites for the ITIL® v3 Intermediate certification training courses?

- The ITIL v3 Foundation certificate or
- The ITIL v2 Foundation certificate plus the ITIL v2-v3 Foundation Bridge certificate

What are the prerequisites for the ITIL® v3 Managing Across the Lifecycle certification training course?

- The ITIL v3 Foundation certificate or
- The ITIL v2 Foundation certificate plus the ITIL v2-v3 Foundation Bridge certificate
- Fifteen credits obtained through either the ITIL v3 Intermediate Capability or the ITIL v3 Intermediate Lifecycle qualifications

What are the prerequisites for the Intermediate Capability certification examination?

Participants must meet the following requirements:

- At least 30 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) as part of a formal, approved training course/scheme
- A 2-4 years of professional experience working in IT Service Management is highly desirable
- Hold the ITIL v3 Foundation Certificate or the ITIL v2 Foundation plus Bridge certificate
- Complete at a minimum 21 hours of personal study of the applicable ITIL v3 core publications

What are the prerequisites for the Intermediate Lifecycle certification examination?

Participants must meet the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) as part of a formal, approved training course/scheme
- A 2-4 years of professional experience working in IT Service Management is highly desirable
- Hold the ITIL v3 Foundation Certificate or the ITIL v2 Foundation plus Bridge certificate
- Complete at a minimum 21 hours of personal study of the applicable ITIL v3 core publications



What are the prerequisites for the Managing Across the Lifecycle certification examination?

Participants must meet the following requirements:

- At least 21 contact hours (hours of instruction, excluding breaks, with an Accredited Training Organization (ATO) or an accredited e-learning solution) as part of a formal, approved training course/scheme
- Hold the ITIL v3 Foundation Certificate or the ITIL v2 Foundation plus Bridge certificate
- Have obtained a minimum of 15 credits through the Service Lifecycle Stream or Service Capability scheme qualifications
- Complete at a minimum 28 hours of personal study of the applicable ITIL v3 core publications

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 class starts at 8:00am and ends at 5:00pm each day.

Do I need to prepare for this class?

Yes! The better prepared a student joins the class, the higher the chances of passing for the exam, the more the student will learn during the training course. Preparation includes thoroughly studying the applicable core publications.

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

No! Due to the practical and hands-on nature we believe it is not possible to sufficiently prepare a student for his or her role in the IT (Service Management) organization through a self-paced web-based alternative training course.

Note that the currently available self-paced courses are being reviewed by the Qualification Board.

Our courses consist of 50% practical assignments preparing the students to be successful as an ITSM practitioner. Each assignment includes discussions with peers and experts, presentations of the deliverables of the assignments, listening and learning from different opinions, structuring your solution to problem in such a way your audience will buy-in to it, etc.

What is the examination format?

The examination for the ITIL® v3 Intermediate and Managing Across the Lifecycle certification training courses is a closed-book, multiple choice exam consisting of 8 questions. The candidate will have 90 minutes to complete the exam. To pass for the exam one needs to score 28 points (70%) or more. Each question has four answers. One answer will score 5 points. One will score 3 points. One will score 1 point and one will score no points.



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 80%.

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.

When will the Master ITIL v3 Certification requirements be available?

No exact date has been published when the ITIL v3 Master certification requirements will become available.

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