

ITIL Managers Study Leave Requirements

This document is intended to outline the time commitment required of each Manager's Certificate student. It is sensible, given the commitment, both in time and expense that course participants are allowed study leave, to sufficiently prepare for the examinations.

Course Workload

The course runs over ten days, typically being over two five day courses with five days for Service Support and five days for Service Delivery. There are two substantial supporting texts that are to be read in conjunction with each day of the course. This means the course participant is then expected to read the appropriate chapter of the ITIL texts in the evenings and this averages to around 75 pages each (there are over 750 pages of text in total).

Assessment

The exams for the Managers' course are held over two successive days. They consist of three hour written exams, one each for Service Delivery and Service Support. Both exams must initially be sat at the same time, though re-sits can be taken individually. A 50% minimum pass rate is required for both exams in order to qualify for the Master's Certificate.

There is also a practical assessment component during the course which is conducted by the instructor(s). A satisfactory result in this component is required to be eligible for the Manager's Certificate in IT Service Management.

Revision Days

Each course participant is expected to attend a full day of review. The revision days also cover practical tips and techniques for exam preparation, study and completing the exam to ensure maximum marks can be achieved in the time available.

Examination Preparation

The course demands a high level of study commitment. As a guideline, depending upon background and experience the commitment required for a typical Manager's Course – over 3 months:

- Approximately twelve hours per ITIL discipline to read, learn and comprehend the theory. This reading should commence on the first evening of the course. (Around 130 hours)
- Exam Case Study Practice. (Around 20 hours)

Study leave of around 3 days leading up to the examinations may be required. Organisations that allow participants formal study leave are providing the best chance for success.
