



**ITIL® 4 Practitioner:  
Service Level Management**

# Syllabus

**PeopleCert**

Official Training Materials



# 1. Introduction

The purpose of this document is to outline:

- ✎ the learning outcomes of the ITIL 4 Service Level Management Practitioner module and the assessment criteria that a candidate is expected to meet for each learning outcome (with reference to the ITIL 4 Service Level Management Practice publication)
- ✎ the examination design, in terms of question types to be used, exam duration, and administrative considerations
- ✎ the weightings (number of questions) across learning outcomes, assessment criteria and 'Bloom's level' (level of cognitive processing required to answer the question/task, according to Bloom's (revised) taxonomy).

The target audience for this document is candidates taking the ITIL 4 Service Level Management Practitioner module.

This module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Service Level Management Practice. It is intended to provide candidates with best practice guidance on how to set clear, business-based targets for service utility, warranty, and experience; and to ensure that service delivery and use is properly assessed, monitored, and managed against these targets.

The ITIL 4 Service Level Management Practitioner module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Service Level Management Practice publication.

**Prerequisites:** The candidate must have passed the ITIL 4 Foundation examination.

## 2. Exam Overview

<b>Material allowed</b>	None	This is a 'closed book' exam. The ITIL 4 Service Level Management Practice publication should be used for study, but is <b>NOT</b> permitted to be used in the exam.
<b>Exam duration</b>	30 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 38 minutes in total.
<b>Number of marks</b>	20 marks	There are 20 questions, each worth 1 mark. There is no negative marking.
<b>Provisional Pass mark</b>	65%	Candidates need to answer 13 questions correctly to pass the exam
<b>Level of thinking</b>	Bloom's levels 2 & 3	'Bloom's level' describes the type of thinking needed to answer the question. For Bloom's level 2 questions, you need to show <b>understanding</b> of the concepts, methods and principles of the ITIL 4 Service Level Management Practitioner module. For Bloom's level 3 questions, you need to demonstrate <b>application</b> of these concepts, methods and principles of the ITIL 4 Service Level Management Practitioner module.
<b>Question types</b>	Standard, Missing word, Negative, & List	<p>The questions are all 'multiple choice'.</p> <p>For the 'standard' questions, you have a question and four answer options.</p> <p>'Negative' questions are 'standard' questions in which the stem is negatively worded.</p> <p>For the 'missing word' questions, there is a sentence with a word missing and you have to select the missing word from four options.</p> <p>For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.</p>

### 3. Question Types

All 40 questions are Objective Test Questions (OTQs), which present four options from which one option is selected. Distractors (wrong answers) are options that candidates with incomplete knowledge or skill would be likely to choose. These are generally plausible responses relating to the syllabus area being examined. Question styles used within this type are: 'Standard', 'Missing word', 'List'(2 correct items), and, exceptionally, 'Negative' standard OTQ.

#### Example 'Standard' OTQ:

Which is a source of best practice?

- A. Q
- B. P
- C. R
- D. S

#### Example 'List' OTQ:

Which statement about service asset and configuration management is **CORRECT**?

1. It does Q
2. It does P
3. It does R
4. It does S

- A. 1 and 2
- B. 2 and 3
- C. 3 and 4
- D. 1 and 4

**NOTE:** Two of the list items are correct. List style questions are never negative.

#### Example 'Missing word' OTQ

Identify the missing word(s) in the following sentence.

A [?] defines requirements for services and takes responsibility for outcomes from service consumption.

- A. Role Q
- B. Role P
- C. Role R
- D. Role S

#### Example 'Negative' standard OTQ:

Which is **NOT** a defined area of value?

- A. Q
- B. P
- C. R
- D. S

**NOTE:** Negative questions are only used, as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Please see the sample paper for an example of the exam format and content.



## 4. ITIL 4 Practitioner: Service Level Management Syllabus

The table below specifies the learning outcomes of the ITIL 4 Service Level Management Practitioner module, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

**Note:** Practice guide references are in parentheses. These refer to the section, but not the subsections within it. All tables that fall within the references of a particular assessment criterion/sub-criterion should be considered as within scope. Figures will be explicitly referenced.

The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Explain', indicates Level 2 understanding/comprehension, and 'Know how to'/'Apply'/'Identify'/'Carry Out' indicates Level 3 application.

Learning Outcome	Assessment Criteria	Bloom Level	No marks
<b>1 The key concepts of the practice</b>	1.1. Explain the purpose of the practice (2.1)	BL2	5
	1.2 Describe the PSFs & key metrics of the practice (2.4.1, 2.4.2, 2.4.3, 2.4.4, 2.5)	BL2	
	1.3. Explain the key terms/concepts: a) service quality (2.2) b) service level (2.2) c) service level agreement (2.2, 2.2.1, 2.2.2, 2.2.3) d) utility, warranty, experience (2.2.4 and 2.2.5) (2.2, 2.2.1, 2.2.2, 2.2.3, 2.2.4, 2.2.5)	BL2	
<b>2 The processes of the practice</b>	2.1 Describe inputs and outputs of the processes (Tables 3.1 and 3.3)	BL2	5
	2.2 Describe the key activities of the processes (Tables 3.2 and 3.4)	BL2	
	2.3 Know how to integrate the practice in the organization's value streams (3.2.2, 3.2.3, including subsections)	BL3	
<b>3 The roles and competences of the practice</b>	3.1 Describe the responsibilities of the key roles of the practice: a) service owner b) service level manager (4.1.1, 4.1.2)	BL2	2
	3.2 Know how to position the practice in the organizational structure (4.2)	BL3	
<b>4 How information and technology support and enable the practice</b>	4.1 Explain the tools application (Table 5.1)	BL2	3
	4.2 Apply the recommendations on automation (5.2.1)	BL3	

Learning Outcome	Assessment Criteria	Bloom Level	No marks
5 <b>The role of partners and suppliers in the practice</b>	5.1 Explain the dependencies of the practice on third parties (6.1)	BL2	2
	5.2 Explain how partners and suppliers can support the practice (6.2)	BL2	
6 <b>How the ITIL capability model can be used to develop the practice</b>	6.1 Explain how capability criteria support the practice capability development (7.1, 7.3)	BL2	2
7 <b>The recommendations for the practice success</b>	7.1 Understand the recommendations for service level management success and how they are supported by the ITIL guiding principles (8)	BL3	1

## 5. Exam Specification

Learning Outcome	Weighting %
1 The key concepts of the practice	25%
2 The processes of the practice	25%
3 The roles and competences of the practice	10
4 How information and technology support and enable the practice	15
5 The role of partners and suppliers in the practice	10
6 How the ITIL capability model can be used to develop the practice	10
7 The recommendations for the practice success	5
<b>Total</b>	<b>100%</b>

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