INFORMATION SYSTEMS EXAMINATIONS BOARD

Certificate in ITIL® based Application Management Essentials

Guidelines for Candidates

February 2006
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FOREWORD

This document provides potential candidates for the Certificate in Application Management Essentials with all the basic information they need regarding eligibility and the format of the examinations. Further queries should be directed to the Course Provider or the Examinations Officer at ISEB.

1 INTRODUCTION

1.1 Background

The Information Systems Examinations Board (ISEB) is a 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 IT.

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.

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, Course Providers are monitored in a variety of ways to ensure standards are maintained.

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/or oral examinations.

1.2 The Qualification

The Certificate in ITIL® Application Management Essentials addresses the complex subject of managing applications from the initial business need, through the Application Management lifecycle, up to and including retirement. It places a strong emphasis on ensuring that IT projects and strategies are tightly aligned with those of the business throughout the applications lifecycle.

Candidates who take the exam should be able to show knowledge and comprehension of the lifecycle, and be able to recognise where Application Management is applicable within their own environment. This qualification could also benefit staff at all levels wanting to broaden their outlook.

1.3 Accredited Training Courses

Accreditation is granted to a Course Provider for one or more course formats, with agreed course timetable(s). A Course Provider will be accredited by ISEB if they have shown the Accreditation Panel that they have the ability to teach the appropriate syllabus material, using competent staff, good materials and an appropriate training environment.
A list of the accredited training Course Providers can be obtained from the ISEB web site. The Course Providers can give dates for planned courses.

2 CANDIDATES

2.1 Entry to Accredited Courses

There are no formal requirements for entry to the course but the qualification is targeted at anyone within IT who has 1-2 years experience and wants to gain knowledge in this area or understand where their role fits in the wider environment of IT.

It is recommended that all candidates attend an approved training course run by an accredited Course Provider.

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 18 hour course run over a minimum period of three days and include lectures, workshops, and other teaching formats.

2.3 Eligibility for Examination

There are no formal entry requirements for the course or examination, but candidates who take the Essentials exam should be able to show knowledge and comprehension of the application lifecycle, and be able to recognise where it is applicable within their own environment. Those candidates applying via an accredited course will obtain and submit their registration form via their Course Provider.

2.4 Format and Duration of the Examination

The examination will last one hour and will consist of 40 multiple-choice questions. The examination will be ‘closed book’, i.e. no notes or books will be allowed in to the examination room. The pass mark is 26/40.

2.5 Candidate Registration

Candidates taking the examination immediately following a course will be entered for the examination by the Course Provider.

Those wishing to take a public examination should obtain a registration form from the ISEB website www.iseb.org.uk. The form can be found under ‘Exam Dates’. Complete the form and return together with your examination fee to the ISEB Examinations Officer at least three weeks before the examination date. It is also possible to make payments via credit card by contacting ISEB Examinations Officer directly.

Please note that places for the Direct / Public Examinations are limited and the bookings work on a ‘first come first serve basis’. The preferred standard date should also be noted at the top of the form, although this will be subject to availability.
2.6 Prometric – Computer Based Examinations

After an initial period this examination is available as a Computer Based Exam. Candidates are able to take the examination via Thomson Prometric. Further information can be found on the ISEB website at www.iseb.org.uk. This allows candidates to sit this ISEB qualification throughout the year rather than at pre-set exam dates. Examinations can be booked with a minimum of two days notice and results are immediately available.

2.7 General Arrangements for the Examination

ISEB arranges for invigilators to attend the examination centres to 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.

2.8 Examination Dates

The examination can be held on site, often at the conclusion of the course, or at a later time agreed between the course provider and ISEB. In addition, ISEB will normally also arrange four public examinations per year. Details may be obtained from ISEB. Public examination sittings are generally held at the BCS. Please contact ISEB for confirmation of venue location on your chosen date.

2.9 Notification of Examinations Results

The ISEB administration will send results by letter, direct to the candidates within three weeks of the examination date.

Course Providers will also receive a copy of the results of their candidates. The candidate’s exact mark will only be released to the Course Provider with the candidate’s consent.

2.10 Issue of Certificates

Certificates will be sent to successful candidates either at the time of the notification of the examination results or within eight weeks of the examination date.

2.11 Candidate Feedback

Feedback is not available for the multiple-choice examinations.
2.12 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.

2.13 Sample Papers

ISEB has sample papers available on request for both candidates and Course Providers. Check the ISEB web pages for charges and availability. If this information is not accessible on the web at any time then please contact ISEB directly.

2.14 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 Examinations 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 under the Candidate section.

2.15 Examination Fees

Fees will normally be collected from Course Providers for their 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.

2.16 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. Candidates requiring 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 Disability Policy’. All special needs candidates will be required to complete the ‘Special Requirements Form’ and return it to ISEB.
2.17 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 Accreditations Manager.

2.18 Candidate Conduct

If ISEB has sufficient evidence to demonstrate that a particular candidate’s behaviour is adversely affecting any remaining candidates during an 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.

2.19 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.
3. CONTACT DETAILS FOR ISEB

Examination queries should be directed to the Certificate in ITIL® based Application Management Essentials Examinations Officer.

Accreditation queries should be directed to Rachael Kavanagh, Accreditations Manager at rkavanagh@hq.bcs.org.uk

Any other queries can be directed to Stephanie Venn, Examinations Manager at svenn@hq.bcs.org.uk.

The postal address is:  ISEB
1 Sanford Street
Swindon
Wiltshire
SN1 1HJ

Detailed syllabus information, and information on accredited Course Providers, exam dates and pass rates can be found on the ISEB web site www.iseb.org.uk. This also contains information about other ISEB qualifications.