



ITIL® PASSPORT



Computer-based  
interactive learning program  
to guide you to success in the ITIL®  
Foundation Exam.

*'your passport to success in ITIL Service Management'*

# Web-User Guide

**ITIL® Foundation e-Learning Program**

# Introduction to ITIL® Passport

Thank you for purchasing this accredited e-learning software for ITIL Service Management. Passport aims to provide you with a straight-forward route to becoming ITIL Foundation certified at your pace. Passport products are fully-accredited by the APM Group and have assisted people worldwide to learn the subject methods and to put their principles into practice with outstanding results.

Foundation is the first qualification in the ITIL realm and is a pre-requisite for further training in the subject. A full description of these examinations is available on Page 5. When you are comfortable with your progress through this program, you should book your examinations via your Training Provider using the contact details provided in your welcome letter.

## Desirable Pre-requisites.

The basic pre-requisites for starting out on your ITIL® Passport distance learning are:-

- Authorised access to the Passport software.
- Latest version of Adobe Reader.
- Pen and Paper for notes.
- Passport closely links to the official ITIL Foundation Handbook and so a copy of the manual, **‘ITIL® Foundation Handbook’** published by TSO under **ISBN 978 0 11 331349 5** may assist you, but is not mandatory.
- Approximately 20 hours of quality study time is required to achieve Foundation level preparation. A suitable guide is provided on Page 4.

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Web user guide HO0449 July '15

## System Requirements.

This software has been made available over your network connection via your web browser. The design has been implemented in HTML5 to enable the software to function on a variety of devices, from Desktop PCs, thru Tablets to SmartPhones. Supporting documents may be in Adobe PDF format for which you will need a suitable Reader. Your system should have the following *minimum* specification:-

- **Windows8, 7® or Vista®, MAC OSX or Linux (Ubuntu)**
- **Broadband-grade connection (=>0.5MB/sec)**
- **Current standards-compliant web browser, such as Firefox, Chrome, IE11.**

The system should include the latest updates & service packs. The software is best viewed at 1024 x 768 or higher resolution where possible, a soundcard with speakers or headphones is also recommended.

## Frequently Asked Questions.

Can I access the software on restricted systems? – Please check with your IT department as it depends on how their systems are protected.

What if I haven't got Adobe Reader? - These products can be downloaded for free from [www.adobe.com](http://www.adobe.com) for your specific machine although you may need to check with your I.T dept regarding installation rights.

Do I need admin rights? To access the software - No. The software uses standard web access portals, if you can access a search engine's home page, you should be able to access this software.

I could not access the software, what should I do? - Check that your system meets the requirements above and that you can access the web. Check with your I.T dept or ISP to ensure access to the site is not blocked. Contact your training provider if you feel the problem may be related to your log-on/ password.

We have tested this software on a variety of machines and have found the software to perform as expected. There are however many flavours of machine, so if your machine conforms to the requirements above but does not appear to run the software properly, please provide as much information as possible regarding your machine hardware and OS and send to [support@bestpracticelms.com](mailto:support@bestpracticelms.com) (UK-based).

## ITIL® Foundation Study Guide.

It is recommended that at least 20 hours of quality study time is undertaken before attempting the ITIL® Foundation Exam.

There is a lot to take in from the screen and we would recommend running through each lesson twice to ensure you haven't missed anything. On the first pass you should listen to the narrative, following the scrolling text if desired. Some people find that comprehension is assisted by reading the text as well as hearing what is said.

On the second pass, you should assimilate what is being said with the graphic on the screen. The graphic will help you to retain the information presented by providing a cognitive hook for the information. It may present a pictorial overview allowing you to see where the item under discussion fits into the larger picture.

**Foundation Study** should make full use of this program, especially the Support Materials. Using the program you should run through the entire sequence visiting the module tests to ensure you have retained what you have seen. In the Foundation Exam you are not allowed to take any reference notes or anything into the exam room, everything has to come from memory. So you should make full use of the program's facilities to help you retain the presented information.

Throughout Passport there are module tests to allow you to check your understanding of each module's objectives. Also included are exam simulations which provide a measure of your comprehension whilst the Personalised Feedback provides guidance for re-study. References are also provided for further reading.

**Good Luck with your learning!**

## ITIL® Qualifications.

ITIL® is the framework employed worldwide for the management of IT Services, both private and public-facing. The method is owned by AXELOS who have accredited Examination Institutes like the APM Group to administer and provide the formally recognised exams based on a published syllabus.

ITIL® qualifications use a five-tier structure based on a credit-scoring approach.

**The Foundation Exam** is the first of the ITIL® examinations and is a pre-requisite for all further qualifications in this subject. This exam covers a wide brief applicable to the full range of services and structures within IT. The Foundation Exam aims to show that the delegate has a general awareness of the key elements, concepts, structure and terminology used within the ITIL Service Lifecycle. The candidate would also need to show an understanding of the linkages between lifecycles stages, the processes involved and the core principles and their contribution to Service Management practices.

This examination comprises a one hour paper of 40 questions in a multiple-choice format. This is a 'closed-book' exam to test your comprehension of the ITIL® method. The exam is worth 2 credits. A simulation of the Foundation exam is available within the program.

At the **Intermediate Level**, the qualification has a modular structure with each module having a different focus. There are two streams assessing an individual's ability to analyse and apply concepts of ITIL; the *Lifecycle stream* and the *Capability stream*.

The *Lifecycle stream* is built around the five core publications for candidates gaining knowledge within the service lifecycle context. Each module earns 3 credits.

The *Capability stream* is based on Practitioner-based clusters for candidates wanting to gain knowledge around specific processes and roles. Each module earns 4 credits.

These more specialized subjects can be taken individually from either stream, and the candidate can take as few or as many as they require to suit their needs. A candidate must have earned 17 credits in order to sit the next higher qualification.

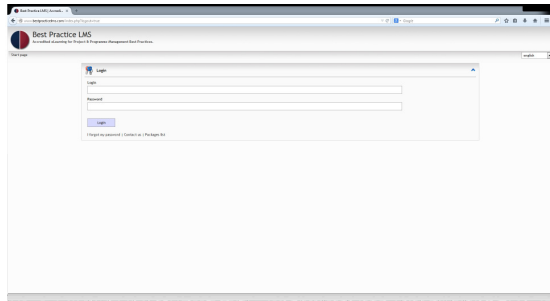
Managing Across the LifeCycle completes the Intermediate level examinations and brings together the knowledge of the whole lifecycle approach to IT Service Management. This earns 5 credits.

Candidates automatically qualify for **ITIL Expert** once they have achieved 22 credits from the Foundation and Intermediate levels. After 5 years in a leadership or managerial role, the **ITIL Expert** is eligible for the **ITIL Master** qualification, demonstrating knowledge to explain, justify and apply the ITIL and supporting management techniques.

## Logging On – User

To access the e-Learning products, please navigate to the home page at [www.bestpracticelms.com](http://www.bestpracticelms.com) using your default browser.

This shows the Best Practice Learning Management System (LMS) Entry Page, asking you for your log-in details. These will have been provided by your system supervisor.

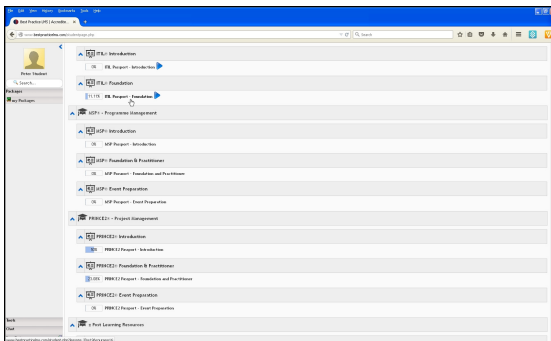


Note them here if you wish:  
Login

\_\_\_\_\_

Password

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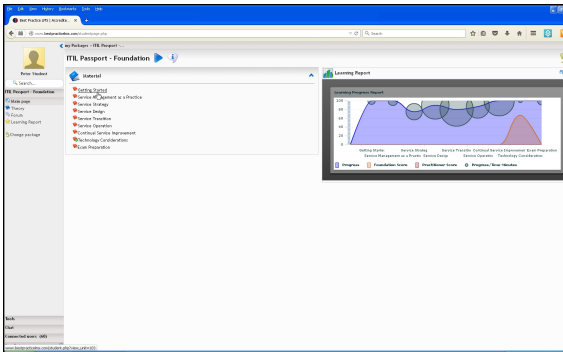


Once your correct details have been entered, you will be shown the Lessons that have been made available to you.

The Left-Hand menu bar provides some navigation and tool buttons. These are described from Page 8.

The main screen window shows the various subject lessons to which you have been subscribed.

Hover your mouse over the Lesson to get a description pop-up providing a précis of the course and its content. Click on the subject entry below the Lesson header to access the training materials.

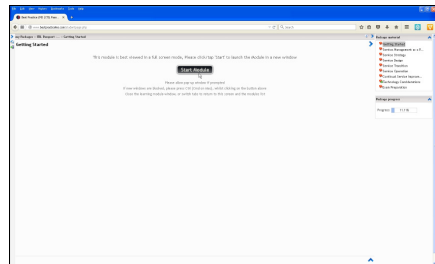


Having selected to study the ITIL® Passport– Foundation, the screen updates to show the content of this Lesson.

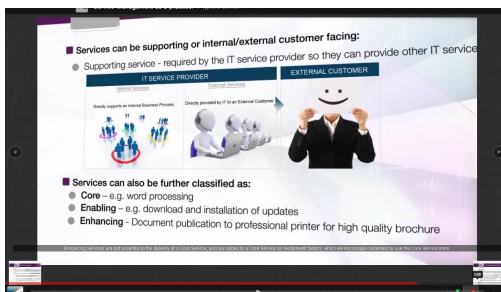
The screen is divided vertically into three areas: The left-hand menu bar continues to show the navigation and tool button (these are described from Page 8).

The right-hand menu area shows system-wide functions, announcements and information relating to the Lesson. These menu bars can be hidden/viewed by clicking the arrow at the top of each menu. Lesson progress can be viewed on the right-hand menu. Page 14 explains more about 'Lesson Progress' and 'Module Status'.

The centre area shows the lesson material available for your study. You can study the materials in any order and can revisit each item as many times as you wish. Clicking on one of the menu items from the centre list above will drop you into that Module.

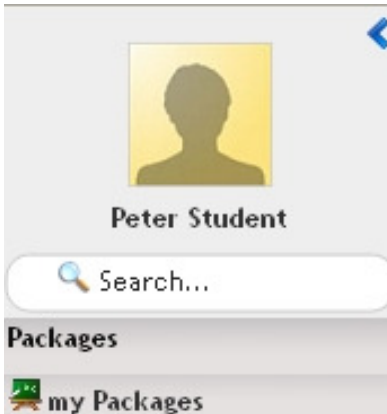


Here is a typical screenshot of the training materials within the LMS framework.



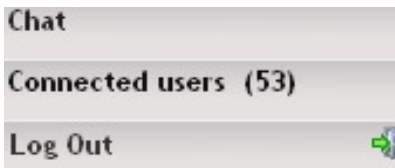
Click on the Full-Screen key at the bottom left of the screen to enlarge the training materials to fill the screen. The ESC key will return the display to the form shown here. On Page 10 & 11 the training materials are shown full-screen along with the major controls available to you.

## Course Assistants (left-hand area)



← This dropdown tooltab shows various course-related items which you may find useful during your studies.  
**My Packages** will list all of the courses that you have licensed.

## Other Tabs



At the bottom left-hand corner of the screen is this tab block, showing the Tools and Chat tabs described below.  
Log Out is the correct means to close your access to the learning software. You are automatically logged out after 30 minutes of system inactivity.

## Chat

This dropdown tooltab provides an instant chat facility to other members of your User Group.



Message history is shown, with a dialog box where you can enter a short message. A Carriage Return sends the message.





## Tools

This dropdown tooltab shows various user tools (the selection may vary depending on course and other factors)

Tools	
	Personal info
	Reports
	Forums
	Learning Report

**Personal Info** allows you to edit your details.

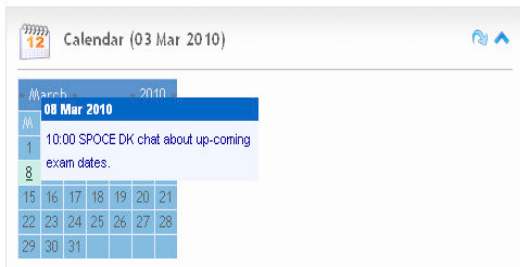
**Reports**, provides a complete assessment of your learning and performance.

**Forums** provides access to various lesson-wide forums where delegates can discuss learning topics related to the subject lesson.

**Learning Report** provides a breakdown of your learning during the module.

## Calendar

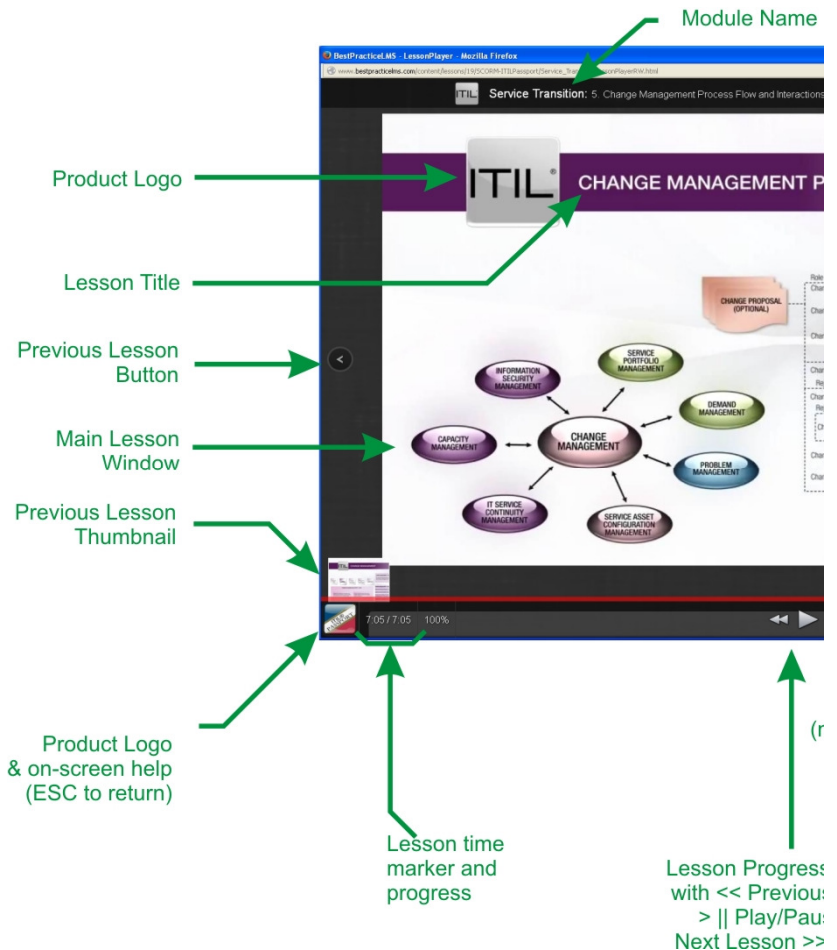
This shows the in-built group-wide Calendar function. Dates are highlighted where there is an item entered for that day. Hovering over the highlighted date pops-up a dialog showing the detail of the event.



To see more detail of events over the next day, week or month click on the diving arrow to see the full diary of events.

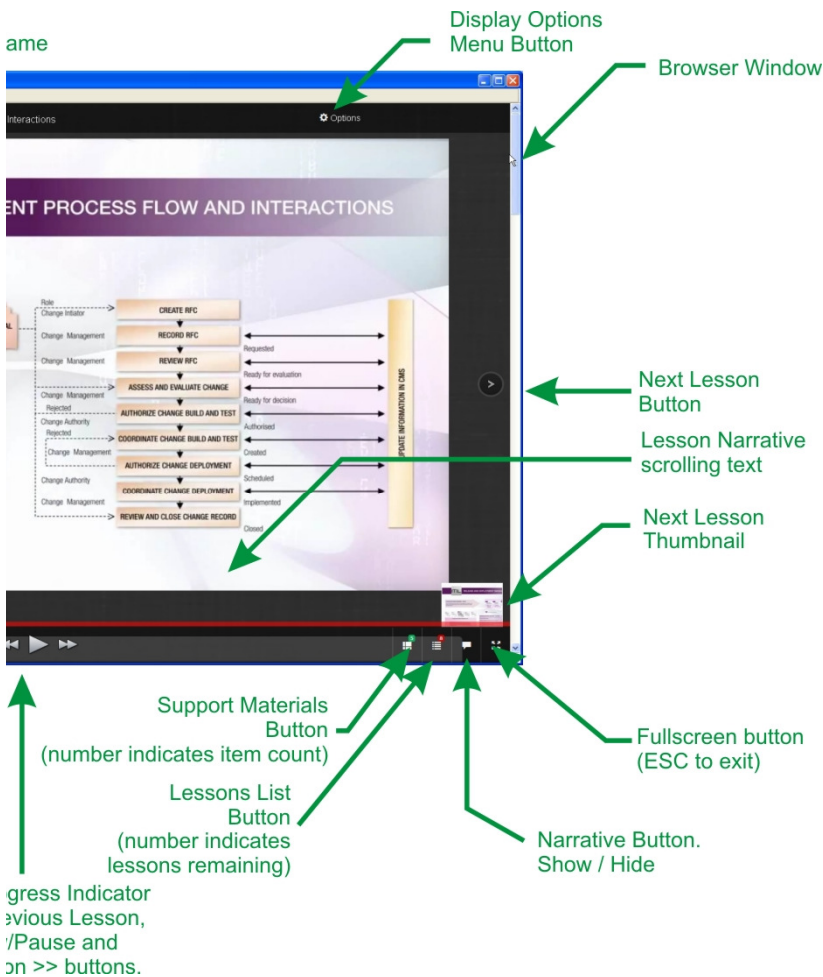
Clicking the rising arrow will reduce the Calendar to just its header.

## Navigating around the Module screen.



As shown in the above screenshot, click on the FullScreen button at the bottom-right of the module window to maximise the space for the learning material, and to remove un-necessary distractions.

The main body of each lesson will be displayed in the main lesson window, with the Module Name and Lesson Title shown at the top. The spoken narrative can be seen in the scrolling text line, and can be hidden using the Narrative Button (near bottom right). Your progress through each module is indicated by the Red Lesson Progress Indicator, with play/pause, previous and next lessons available by the > ||, << and >> buttons respectively. There is a lesson time marker to enable you to locate a specific time in the lesson.

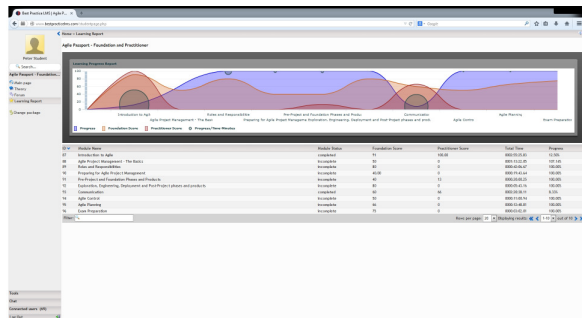


The Lessons List Button shows/hides a scrolling list of the lessons within the module for selection (the button number indicates lessons remaining in the module). The Support Materials button, shows/hides a scrolling list of available extra materials specific to the module, for further study (the button number shows the number of items available). These may be sample documents, glossary, explanatory models, mind-maps as well as comprehension tests.

The Display Options Menu allows access to change text size and screen colour palette as well as Reporting and Printing functions and to turn the thumbnails on/off.

# Learning Progress and Module Status

Passport provides the means to track your learning progress. As you work through the Passport package, access to the modules and the in-built tests is recorded, so that you can plan and review your learning. Click on the Learning Report entry on the Left-Hand menu.



For your module progress to increase, the following criteria have to be met:-

1. Every lesson (slide) within the module must have been viewed (in full)
2. The Foundation Exam at the end of the module must be attempted and a score of at least 50% achieved.

Once these criteria have been met, the 'Status' of that particular module will change to being 'complete'. This will count towards increasing the overall package progress.

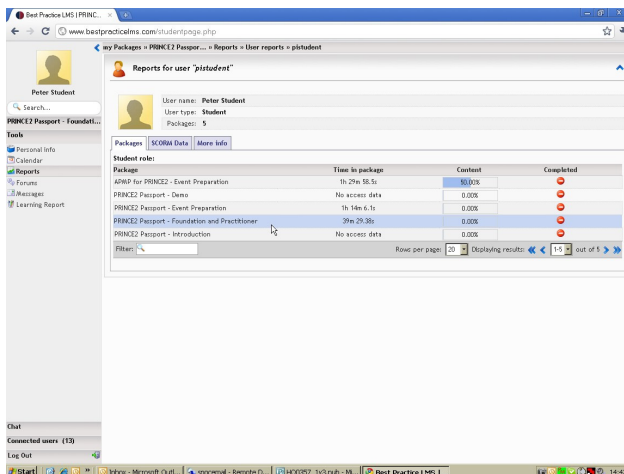
ITIL® Passport consists of 9 modules. Having completed all 9 modules (by meeting the above criteria for every module), the overall package progress will be shown as 100% complete. Each completed module will therefore increase the package score by 11.1% ( $100\% / 9 = 11.1\%$ ).

After each module has been completed, you can revisit it as many times as you wish, to revise or make further attempts at the Foundation Exams. Once you revisit a completed module the status will remain as 'complete', but the progress percentage is reset so that you can keep track of your revision progress.

At each attempt at the Test Simulations you are offered the choice of updating your score or keeping the previous score, again so that you can track your progress and/or keep your highest scores.

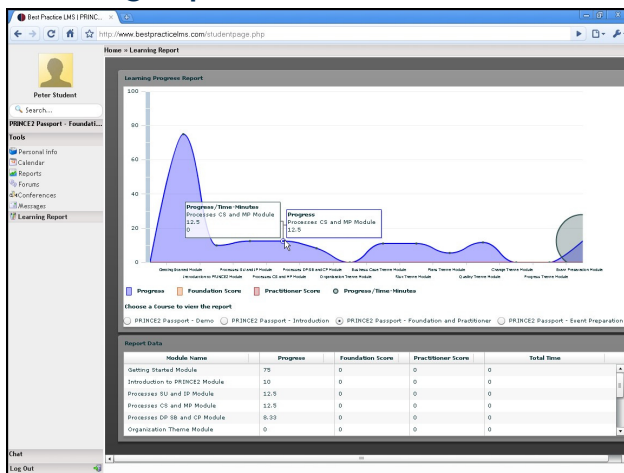
# Reports

The Reports tab provides a chart showing your progress through the learning materials. The Packages to which you are registered are displayed along with the 'time spent' in the lesson and your progress through the material. The final column indicates whether the lesson has been completed.



The information displayed here is provided for SCORM-compliant Learning Management Systems and enables the LMS supervisors to keep track of your progress and assess whether you need assistance.

## Learning Report





This tab shows a graphical view of your learning progress through the selected course. The course is selected using the radio buttons at the bottom of the graph pane.

The blue line shows your progress through the various modules of the course. Hovering the mouse over one of the datapoints

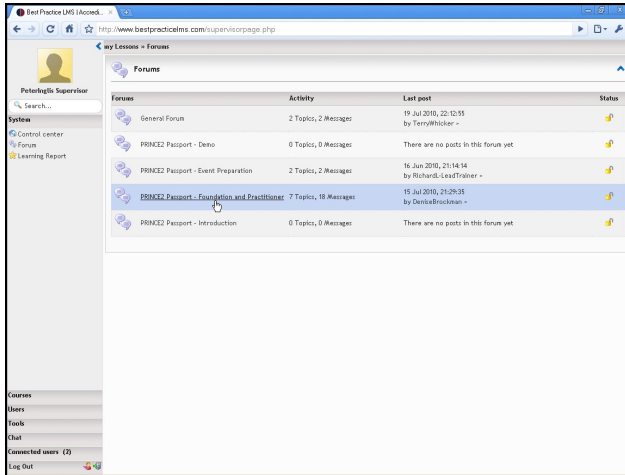
gives a breakdown of the data which can also be seen tabulated below the graph. Please see the previous page for an explanation of Lesson Progress and Module Status.

## Messages

This function provides an instant messaging facility to other users within your sub-group. This allows you to exchange training ideas and information with other delegates. It is monitored by the Supervisor.

Simply click on the  New message icon. This will open a new pane allowing selection of recipients (type % to get the user list), enter the message text and a suitable subject and then hit the  button. Small files can also be sent using this function.

# Forums



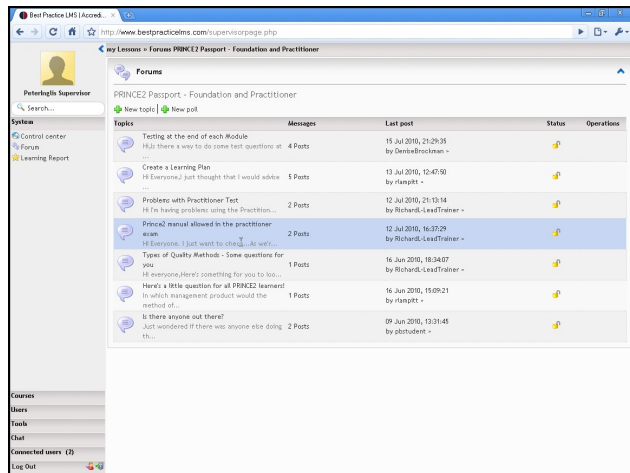
The Forums are an excellent means of sharing your experiences and findings when learning the methodology.

The Forums are structured under each particular Course, with the actual messages posted under a topic 'thread' to enable you to use these as a source of peer-reviewed

information to assist your studies.

As a User, you have access to the forums associated with the course on which you are enrolled.

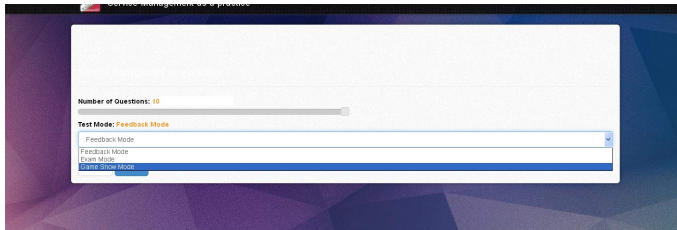
The upper screenshot shows the list of all forums available for you to participate in; whilst this lower screenshot shows the higher level 'topic' list of the highlighted forum above.



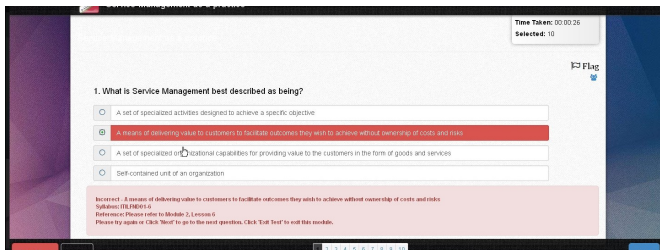
You can initiate a new topic thread by clicking on the New topic at the top left of the topic page. Click on any topic in the list to see the messages within. To reply to a posting, you can click on the New message icon at the top-left of the message page.

## Foundation Test Simulation

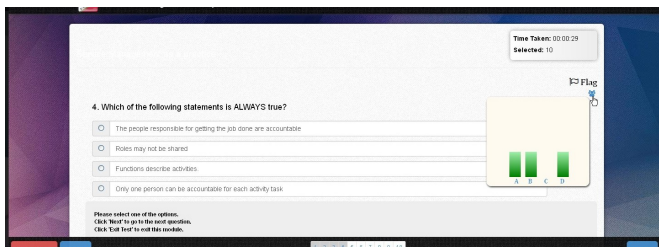
Built into ITIL® Passport are Foundation Test Simulations. Each test simulation can be run in one of three modes; **Feedback**, **Exam** and **Game**



**Show**, selected using the pull-down menu shown above. The questions are the same, it is the presentation and learning feedback that changes. You can



use the slider to select the number of questions you would like to answer, upto the maximum available for the subject.

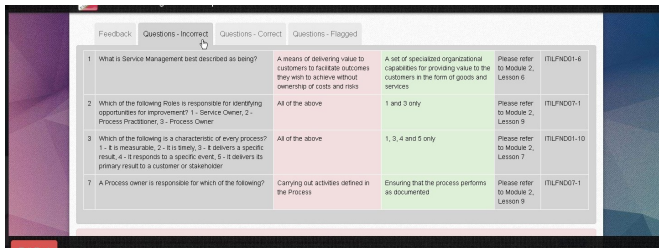


In **Feedback mode**, as each question is answered, you are then shown whether your answer was correct or not, and, if not, a suitable reference is provided should you wish to read further into the subject.

If you are struggling to answer a question, you can get a consensus answer by hovering over the crowd icon. The bars represent 'live' previous responses to the question. Just remember, the 'crowd' may have had no more idea than you.



If you cannot answer a question straight away, you can ‘flag’ the question for referring to later. You can come back to the question by clicking on the question number at the bottom of the screen. ‘Flagged’ questions are shown in a different colour.

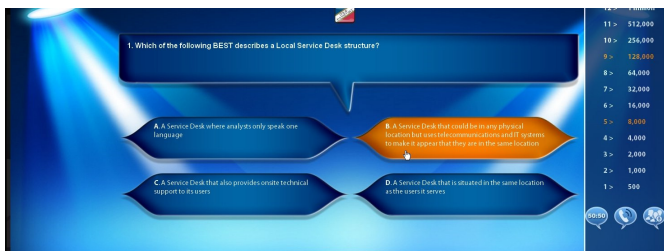


Feedback	Questions - Incorrect	Questions - Correct	Questions - Flagged
1	What is Service Management best described as being?	A means of delivering value to customers to facilitate outcomes they wish to achieve without ownership of costs and risks	A set of specialized organizational capabilities for providing value to the customer in the form of goods and services
2	Which of the following Roles is responsible for identifying opportunities for improvement? 1 - Service Owner; 2 - Process Practitioner; 3 - Process Owner	All of the above	1 and 3 only
3	Which of the following is a characteristic of every process? 1 - It is measurable; 2 - It is binary; 3 - It delivers a specific result; 4 - It responds to a specific event; 5 - It delivers its primary result to a customer or stakeholder	All of the above	1, 3, 4 and 5 only
7	A Process owner is responsible for which of the following?	Carrying out activities defined in the Process	Ensuring that the process performs as documented
			Please refer to Module 2, Lesson 6
			Please refer to Module 2, Lesson 9
			Please refer to Module 2, Lesson 7
			Please refer to Module 2, Lesson 9
			ITILFN001-6
			ITILFN001-1
			ITILFN001-10
			ITILFN001-1

At the end of the test, you are shown feedback on your test performance, grouped under tabs for questions answered correctly, incorrectly and those that were ‘flagged’. General feedback is also given, guiding your revision and re-study. If you have recorded a Foundation score in this module before, you will be asked if you want to overwrite your previous score or not.

In **Exam Mode**, feedback is not made after each answer is provided. As in the real exam though, you can go back to any question for another attempt, until you hit the ‘Finish’ or ‘Exit Test’ buttons. Feedback at the end of the test remains, as described above.

‘**Game Show**’ mode follows the pattern of the ‘Who Wants To Be A Millionaire?’ TV show, playing sadly for just points.



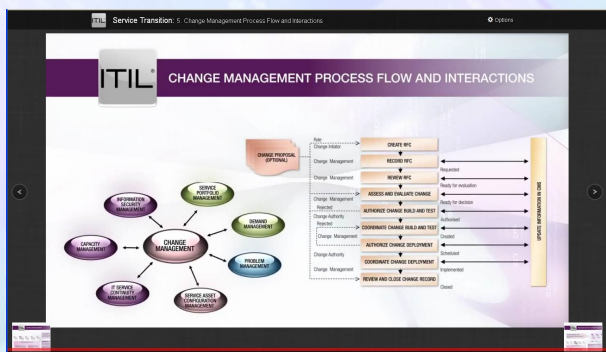
For those in difficulties, there is the ‘50:50’, where two wrong answers are removed; ‘ask the audience’, which provides an answer ranking based on ‘live’ previous answers to the question and ‘phone a friend’, which provides the top answer from ‘live’ previous answers to the question. Like the show though, one wrong answer and you are out.

**For your study notes...**

**For your study notes...**



# ITIL® PASSPORT



## Features:

Professional Narrators

Examination Simulations

Learning Feedback & Progress Tracking

Scripted Tasks

Printable Support Materials & Infographics

## Recommended system requirements:

ITIL® Passport is available from [www.bestpracticeitms.com](http://www.bestpracticeitms.com)

Access worldwide is by your standards-compliant web browser

Windows PC running Win8, Win7 or Vista with Chrome, Firefox or IE11

Apple MAC with Chrome, Firefox or Safari

Ubuntu/Mandriva Linux with Firefox

PDF Reader

>0.5Mb weblink

1024 x 768 min. display (touch optional)

Speakers or Headphones