

# ITIL Concepts

## Assessment Fact Sheet

<b>Overview</b>	Job Family/Title	IT Professionals
<b>Details</b>	Average Testing Time (minutes)	25 minutes
	Allowed Time (minutes)	90 minutes
	Maximum Number of Questions	30 questions
	Number of Sitzings	One
	Designed for Unproctored Environment	Yes
	Question Format	Multiple Choice - Adaptive
	Product Category	Brainbench IT

### Knowledge, Skills, Abilities and Competencies Measured

Measures knowledge of the following areas of ITIL:

- Availability Management
- Capacity Management
- Change Management
- Configuration Management
- Financial Management for IT Services
- IT Service Continuity Management
- Incident Management and Service Desk
- Problem Management
- Release Management
- Service Level Management