

ITIL® Certification & Examination Guide

Your comprehensive briefing on training resources, exam mechanics, and digital credentialing.

Your Preparation Arsenal: Training Includes

The Toolkit Matrix



Official Training Materials

A structured approach designed to support candidates at every stage of the learning experience.



Learner Workbook

Includes presentation slides covering all examinable content, interactive quizzes and activities, plus the full syllabus.



Quick Reference Guide

A dedicated revision aid providing a highly distilled overview of all examinable content.



Sample Papers & Official Mock Exams

Official preparatory resources featuring scenario-based questions to build familiarity with the exam's exact structure, format, and difficulty level. Includes answers and rationales.

Examination Overview: The Mechanics

The Exam Specs Dashboard

60

PRAGO

Minutes Duration

(75 minutes awarded if taking the exam in a non-native language).

40

PeopleCert

Multiple-Choice Questions

(Each worth 1 mark. There is no negative marking).

26

PeopleCert

Marks Required to Pass

(Candidates must achieve a 65% score).



Closed Book

(The Official Book is NOT permitted during the exam).

Certification Information: The Outcome

The Credential Unlock Sequence



Achieve the Pass Mark

Successfully secure 26 or more marks on the Foundation exam.



Access Your Portal

Log securely into your dedicated PeopleCert account.



Unlock Digital Credentials


Instantly receive your official ITIL® Digital Certificate and verifiable Digital Badge.

Next Steps & Support

Connect with the PRAGO team to finalize your training schedule and access your official materials.

CONTACT PRAGO

 United Kingdom +44 777 479 5550

 Pakistan (WhatsApp) +92 336 883 4459

 info@prago.org  www.prago.org