IT Service Management Master
based on ISO/IEC 20000

Participant Guide

Edition 201607

Content

1   Introduction

The purpose of this participant guide to the Master Qualification in IT Service Management based on ISO/IEC 20000 is to give information on the time line, the seminar sessions, the requirements of the project and the examination.

2   Time line

Time line for classroom based seminars

Week	Activity
0 - 8	Assessment of prerequisites
9	Master seminar session 1 (2 or 3 days)
10-19	Project phase
20-21	Project assessment
22	Master seminar session 2 (2 days, including exam session)
22-26	Processing results and delivery of certificate

Time line for distant learning seminars

The candidate and the tutor will establish the interactive training schedule. The candidate has a maximum of one year to meet the requirements of training and project.

3 Resume/CV

Testing the entry requirements

The accredited training provider organizing the Master seminar checks that the participant fulfills the entry requirements. The participant should possess the following certificate or equivalent according to an agreed side entry route:

- The Expert Certificate in IT Service Management based on ISO/IEC 20000

Information on the agreed side entries for the program can be obtained from EXIN.

Evidence in the resume/CV

The resume of the Master seminar participant should contain the usual overview of facts about work experience, educational background and obtained certificates. It should also contain evidence of experience during at least 3 years in the role of manager or consultant in IT service management based on ISO/IEC 20000.

In particular it should list experience in the key tasks of the manager or consultant (Expert level) within the last 5 years, and to a certain extent also of the Master:

- Managing service operation
- Consulting service operation
- Designing IT services
- Delivering IT services
- Defining ITSM strategies, policies and objectives
- Effecting cultural change in the organization
- Managing ITSM departments
- Designing, maintaining and improving IT service management systems
- Evaluating/assessing IT service management system capabilities/performance
- Consulting management in issues related to ITSM and management systems
- Building relationships with all key stakeholders
- Knowledgeable in recent and future developments in IT service management

Recommended for the Master is experience in:

- Capability assessment
- Maturity assessment
- Defining an IT service management approach
- Designing a framework
- Composing a service catalog
- Designing a competency framework

It is **not** sufficient to deliver only training in these subjects.

Reports of these experiences should be specific about the duration, role and responsibilities and where possible deliverables.

Reports of experience in the resume may be used by the tutor and examiner as evidence for specific skills defined in the requirements for the Master Certificate in IT Service Management based on ISO/IEC 20000. For example, the creation of a business plan for a project is, to a certain extent, evidence of the ability to create a business plan (for an improvement plan, see requirement 4.1), and will be part of the overall assessment.

4   Master project

The Master seminar participant will produce a report based on a real life or realistic project which may be part of a past, present or future program. A proposal consisting of an introduction, the options, the choice and a plan will be finalized by the participant on the last day of the first session.

The project should meet the following criteria:
- The project enables the participant to develop and train activities of a Master role in IT service management. In particular, the project provides the participant the opportunity to demonstrate skills in:
  - Matching business with IT objectives
  - Process improvement
  - Evaluation
  - Creating new ideas and information
- The project has a clear and concise project plan with defined objectives, distinguishing:
  - Objectives of the project for the organization; i.e., benefits and deliverables
  - Participant's learning objectives, e.g., initiating organizational or cultural change
- The project has meaningful deliverables for the organization that can be assessed by the organization's management
- The project is related to introducing or improving a management system for IT service management. In particular, the project contains activities from at least two of the following areas:
  - Advise on preparing for the ISO/IEC 20000 certification
  - Managing organizational and cultural change
  - Managing service improvement or innovation programs
  - Managing an integrated management system for IT service management

Examples of subjects for a seminar project include:
- Develop a service management strategy for an IT service provider, based on the existing vision and strategy. Provide a plan to share that service management strategy with the organization (staff, management) and outline an improvement or innovation program for one of the strategic objectives.
- Evaluate the compliancy of an existing management system of an IT service provider.
- Create a program for cultural change for an IT service provider, based on a realistic case study.
- Define the architecture of the portfolio of products and services for an IT service provider, showing how this will improve the alignment of the service management approach with the business strategy.

The Master report meets the general requirements of an academic paper and:
- Consists of approximately 6000 words (+/- 10%)
- Touches at least 2 exam specifications on the second level, selected from at least two topics on the first level
- Contains an introduction describing the various options, a business justification for the final choice of the project and a justification of PDCA
- Contains a profile of the assignment
- Describes the plan and objectives of the project
- Describes the risks
- Mentions the deliverables
- Mentions the methods, standards and frameworks considered and used
- Describes the activities
- Describes the results
- Describes the evaluation
  - From the participants point of view (lessons learned)
  - From the organizations point of view
    - Related to the organizations strategy
    - Related to the service strategy
    - Related to the IT strategy
  - From an ISO/IEC 20000 perspective
    - Where does the project fit into the ISO/IEC 20000 approach to IT service management
    - How does the proposed, planned or existing management system fit the criteria for certification based on ISO/IEC 20000
- Describes the improvement opportunities
- Is available for assessment by the examiner two weeks before session 2 of the seminar

5 Exam

5.1 Assessment of presentation

The participant has prepared a 15 minutes presentation, using the media of choice. The purpose of the presentation is to convince the 'Management Board' of the contribution of this project to the mission and strategy of the organization.
The presentation contains:
- Why is this important?
- How did I do this?
- What were the issues?
- How do we continue?

The examiner and the other participants act as the Management Board. The examiner chairs the meeting.
During the presentation the examiner uses the exam requirements and the skill requirements to log evidence of fulfillment (and in what degree) of these requirements in the assessment form.

5.2 Assessment of contribution during discussions

The participant's contribution to the discussion after the presentation (including the presentations of other participants of the executive seminar) will be logged by the examiner in a manner similar to the assessment of a presentation itself.

5.3 Exam questions

After the presentation, the participant is interviewed for 15 minutes by the examiner and the other participants.
The examiner has prepared one or two questions for each participant based on the materials prepared by the participant and the tutor (resume, report, tutor assessment).
This part of the exam is also 15 minutes.
Each question should:
- Address one of the main exam requirements:
  - Advice on preparing for the ISO/IEC 20000 certification
  - Managing organizational change
  - Managing service improvement plans
  - Managing a management system for IT service management

Within each of these areas the question may relate to more than one exam requirement.
- Address the main concern the examiner has about the participant's competency as a Master
- Provide the participant with the opportunity to demonstrate his/her skill in the subject
  - The examiner has prepared in advance the criteria the participant is expected to meet for a satisfying answer
  - The question is clear, concise and written out before the start of the exam session

Exam questions are included in the assessment form.

6 Project Templates

TEMPLATE Project proposal for the qualification Master in ITSM based on ISO/IEC 20000

Maximum length: 2 pages, font Arial, size 10, line spacing Single

Version <x.x>
<Name>
<Date>

<Project title>

Introduction
<Describe the various options, a business justification for the final choice of the project and a justification of PDCA>
<Exam specifications addressed: at least 2 on the second level selected from at least 2 exam requirements on the first level>
For example:
- Setting the direction for the IT organization (exam requirement) -> Design a strategic framework for the portfolio of products and services (exam specification)
- Directing the IT organization (exam requirement) -> Manage organizational change (exam specification)>

Objectives
<Description of what you want to attain in benefit of the organization>

Personal objectives
<Description of your learning objectives>

Plan
<Time frame and milestones>

Deliverables
<Description of the product>

TEMPLATE report on the Project for the qualification Master in ITSM based on ISO/IEC 20000

Maximum length: 6000 words (+/- 10%)

Version <x.x>
<Name>
<Date>

<Project title>

Introduction
<The problem to be solved or the question to be answered>
<Exam specifications addressed: at least 2 on the second level selected from at least 2 exam requirements on the first level>

Project
- The risks
- The methods, standards/frameworks considered and used
- The activities
- The results

Evaluation
- From the participant's point of view (lessons learned)
- From the organization's point of view
  - Related to the organization's strategy
  - Related to the service strategy
  - Related to the IT strategy
- From an ISO/IEC 20000 perspective
  - Where does the project fit into the ISO/IEC 20000 approach to IT service management
  - How does the proposed, planned or existing management system fit the criteria for certification against ISO/IEC 20000
- The improvement opportunities

Conclusion
- The solution of the problem or the answer to the question

Literature
<If relevant>

Contact EXIN

www.exin.com