



Preparation Guide

Edition 201606

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1. Overview

EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000 (ITSM20FB.EN)

Scope

The topics of the Foundation level include:

- Core concepts of Service Management and quality frameworks
- The Service Management System (SMS) and the value and application of the PDCA cycle
- Objectives, activities and quality requirements of the service management processes

Summary

The main objective of the Preparation Guide is to identify the exam subjects, requirements and specifications, and the target audience for the IT Service Management Foundation based on ISO/IEC 20000.

IT service management describes the design, delivery, support and improvement of IT related services to support business outcomes. The international standard for IT Service Management, ISO/IEC 20000:2011, makes it clear what is essential: one must define and agree to service requirements, plan resources to meet business outcomes, support service delivery and provide value for the customer and the service provider.

The IT Service Management Foundation certificate describes the key information and concepts for IT Service Management based on ISO/IEC 20000 as well as its relationships with other areas of information management. This course builds the fundamental skills and knowledge enabling one to participate in organizational teams working within Service Management. Emphasis is on the service management system (SMS) and service management processes, specifically the core concepts and basic terminology of IT service management based on ISO/IEC 20000:2011.

Successful completion of the IT Service Management Foundation based on ISO/IEC 20000 is the necessary prerequisite for continuing studies. There are two options: the Internal Auditor in IT Service Management based on ISO/IEC 20000 and the Specialist in IT Service Management based on ISO/IEC 20000. The Specialist is strongly focused on the install, plan, do and check activities of Deming's cycle (PDCA) and supports the elements of audit and improvement (act) across the SMS. The Specialist certificate is a prerequisite for the Expert and Master in IT Service Management based on ISO/IEC 20000, the next steps in the ITSM program.

Context

The EXIN IT Service Management Foundation based on ISO/IEC 20000 certification is part of the EXIN IT Service Management based on ISO/IEC 20000 qualification program.



Target Group

ITSM Foundation Bridge is intended for anyone already holding an ITIL® Foundation certificate (any version) and they wish to explore another area within Service Management.

Specific roles could include:

- Managers
- Business and supervisory staff
- Team leaders
- Service designers
- IT architects and / or planners
- IT consultants
- IT audit managers / auditors
- IT security managers / officers
- Project / program managers
- Suppliers, Lead suppliers and sub-contracted suppliers
- Service providers' customers

Requirements for Certification

- Successful completion of the EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000 exam.
- An existing service management certificate (for example VeriSM™, SIAM™ or ITIL).

Examination Details

Examination type:	Multiple-choice Questions
Number of questions:	20
Pass mark:	65%
Open book/notes:	No
Electronic equipment/aides permitted:	No
Exam duration:	30 minutes

The Rules and Regulations for EXIN's examinations apply to this exam.

Bloom level

The EXIN EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000 certification tests candidates at Bloom Level 1 and 2 according to Bloom's Revised Taxonomy:

- Bloom Level 1: Remembering – relies on recall of information. Candidates will need to absorb, remember, recognize and recall.
- Bloom Level 2: Understanding – a step beyond remembering. Understanding shows that candidates comprehend what is presented and can evaluate how the learning material may be applied in their own environment. This type of questions aims to demonstrate that the candidate is able to organize, compare, interpret and choose the correct description of facts and ideas.

Training

Contact Hours

The recommended number of contact hours for this training course is 7. This includes group assignments, exam preparation and short breaks. This number of hours does not include lunch breaks, homework and the exam.

Indication Study Effort

30 hours, depending on existing knowledge.

Training Organization

You can find a list of our accredited training organizations at www.exin.com.

2. Exam Requirements

The exam requirements are specified in the exam specifications. The following table lists the topics of the module (exam requirements) and the subtopics (exam specifications).

Exam Requirements	Exam Specifications	Weight
1. Introduction to IT Service Management		35%
	1.1 Core concepts of IT Service Management	20%
	1.2 Core concepts of Quality Frameworks	15%
2. The Service Management System (SMS)		35%
	2.1 Introduction to Management Systems	20%
	2.2 Core concepts of the Service Management System (SMS)	15%
3. Service Design and Transition		5%
	3.1 Core concepts for Service Design and Transition	5%
4. The service delivery processes and their relationships		5%
	4.1 The service delivery processes and their relationships (Service level management, Service reporting, Service continuity and availability management, Budgeting and accounting for services, Capacity management, Information security management)	5%
5. The relationship processes and their relationships		5%
	5.1 The relationship processes and their relationships (Business relationship management, Supplier management)	5%
6. The resolution processes and their relationships		5%
	6.1 The resolution processes and their relationships (Incident and service request management, Problem management)	5%
7. The control processes and their relationships		10%
	7.1 The control processes and their relationships (Change management, configuration management, release and deployment management)	10%
Total		100%

Exam Specifications

1 Introduction to IT service management

- 1.1 The candidate understands the core concepts to IT Service Management
The candidate can...
 - 1.1.1 Describe the benefits and risks of IT service management.
 - 1.1.2 Describe the principles of continual improvement and the applications of the PDCA cycle.
- 1.2 The candidate understands the core concepts surrounding quality frameworks
The candidate can...
 - 1.2.1 Identify the purpose and benefits of ISO/IEC 20000.
 - 1.2.2 Identify the purpose and application/audience of ISO 9001, ISO/IEC 27000 family, ITIL, COBIT, Six Sigma, CMMI for Services, Green IT, Cloud Computing, TMap NEXT®.

2 Service Management System

- 2.1 The candidate knows the management system for service management
The candidate can...
 - 2.1.1 Describe why and which roles are needed
 - 2.1.2 Describe the objective of a service management system
 - 2.1.3 Describe general management responsibilities
 - 2.1.4 Describe general governance principles
 - 2.1.5 Describe importance of documentation and basic requirements for documentation
 - 2.1.6 Describe the requirements for resource management
- 2.2 The candidate understands the core concepts of the Service Management System
The candidate can...
 - 2.2.1 Describe the objective of planning and improving service management
 - 2.2.2 Describe the continual improvement methodology for service management processes
 - 2.2.3 Describe the key principles of producing and implementing a service management plan
 - 2.2.4 Describe the requirements for monitoring, measuring, reviewing and improving the processes

3 Service Design and Transition

- 3.1 The candidate understands the core concepts for service design and transition
The candidate can...
 - 3.1.1 Describe at a high level the requirements for planning new/changed services
 - 3.1.2 Describe at a high level the requirements for transitioning new/changed services

4 The service delivery processes and their relationships

- 4.1 The candidate knows the service delivery processes (Service Level Management, Service Reporting, Service Continuity and Availability Management, Budgeting and Accounting for Services, Capacity Management, Information Security Management)
The candidate can...
 - 4.1.1 Describe the objectives and quality requirements

5 The relationship processes and their relationships

- 5.1 The candidate knows the delivery processes (Business Relationship Management, Supplier Management)
The candidate can...
 - 5.1.1 Describe the objectives and quality requirements

6 The resolution processes and their relationships

6.1 The candidate knows the resolution processes and their relationships (Incident and service request management, Problem management)

The candidate can...

6.1.1 Describe the objectives and quality requirements

7 The control processes and their relationships

7.1 The candidate knows the support processes and their relationships (Change management, Configuration management, Release and deployment management)

The candidate can...

7.1.1 Describe the objectives and quality requirements

3. List of Basic Concepts

This chapter contains the terms and abbreviations with which candidates should be familiar.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand the concepts and be able to provide examples.

Accounting	Efficiency
Alignment	Emergency change
Analysis	Escalation
Assessment	Evaluation
Asset	Evidence
Attribute	Framework
Audit	Governance
Availability (management)	Impact
Best practice	Impartiality
Budgeting and accounting for services	Incident
Business relationship management	Incident and service request management
Business requirements	Information security (management)
Capability	Information security incident
Capacity (management)	Input
Catalogue of services	Integrated process approach
Certification	Integrity
Change (management)	Interested party
Classification	Interface
CMMITM	Internal audit
CobiT	Internal group
Complaints	ISO 9001
Compliance	ISO/IEC 20000
Component	ISO/IEC 27001
Confidentiality	IT service management
Configuration baseline	ITIL (IT Infrastructure Library)
Configuration item (CI)	Key performance indicator (KPI)
Configuration management	Known error
Configuration management database (CMDB)	Lead supplier
Conformity	Major incident
Continual improvement	Measurable
Continuity test	Metric
Contract	Monitor(ing)
Contractual dispute	Non-availability
Contractual obligation	Non-compliance
Control	Nonconformity
Corrective action	Operational level agreement (OLA)
Critical success factor (CSF)	Organization
Customer	Output
Customer focus	Performance
Customer satisfaction	Plan
Demand management	Plan-Do-Check-Act (PDCA) methodology
Deming Cycle (PDCA)	Policy
Design and transition of new or changed services	Post implementation review (PIR)
Disaster recovery	Preventive action
Document	Priority
Effectiveness	Problem (management)

Problem resolution
Problem review
Procedure
Process
Process owner
Process manager
Record
Recovery (plan)
Relationship
Release
Release and deployment (management)
Request for change (RFC)
Requirement
Responsibility
Restore
Review
Risk
Role
Schedule of change
Scope
Security control
Security risk assessment
Service (management)
Service component
Service continuity
Service continuity and availability management
Service continuity strategy
Service level (management)
Service level agreement (SLA)
Service management
Service management policy/plan
Service management system
Service provider
Service report(ing)
Service request
Service requirement
Six Sigma
Subcontracted supplier
Supplier (management)
Supplier contract
Target
Tools
Top management
Track
Transition
Underpinning Contracts (UC)
Urgency
User

4. Literature

Exam Literature

The knowledge required for the exam is covered in the following literature:

- A. Victoriano Gómez Garrido (ITeratum)
Workbook: EXIN IT Service Management Foundation based on ISO/IEC 20000
ITeratum, EXIN, January 2014
ISBN: 978 90 8753 762 3
- B. Michael Kunas
Implementing Service Quality based on ISO/IEC 20000, 3rd Edition
United Kingdom, IT Governance Publishing, 2012
ISBN-10: 1849284423
ISBN-13: 978-1849284424

Additional Literature

- C. Mart Rovers
ISO/IEC 20000-1:2011: A Pocket Guide 2nd Edition
The Netherlands, Van Haren Publishing, 2013
ISBN 978 90 8753 726 5
e-pdf ISBN 978 90 8753 787 6
e-pub ISBN 978 90 8753 9733
- D. ISO/IEC
ISO/IEC 20000-1:2011 (EN) Part 1: Service management system requirements
Switzerland, ISO, 2011
- E. ISO/IEC
ISO/IEC 20000-2:2012 (EN) Part 2: Guidance on the application of service management systems
Switzerland, ISO, 2012

Comment

Additional literature is for reference and depth of knowledge only.

Literature Matrix

Exam Requirements	Exam Specifications	Reference
1. Introduction to IT Service Management		
	1.1 Core concepts of IT Service Management	A: Ch. 1 B: Ch. 1, 2
	1.2 Core concepts of Quality Frameworks	A: Ch. 1 B: Ch. 3, 4
2. The Service Management System (SMS)		
	2.1 Introduction to Management Systems	A: Ch. 2 B: Ch. 5
	2.2 Core concepts of the Service Management System (SMS)	A: Ch. 2 B: Ch. 6, 7, 8
3. Service Design and Transition		
	3.1 Core concepts for Service Design and Transition	A: Ch. 3 B: Ch. 9
4. The service delivery processes and their relationships		
	4.1 The service delivery processes and their relationships (Service level management, Service reporting, Service continuity and availability management, Budgeting and accounting for services, Capacity management, Information security management)	A: Ch. 4 B: Ch. 10
5. The relationship processes and their relationships		
	5.1 The relationship processes and their relationships (Business relationship management, Supplier management)	A: Ch. 5 B: Ch. 11
6. The resolution processes and their relationships		
	6.1 The resolution processes and their relationships (Incident and service request management, Problem management)	A: Ch. 6 B: Ch. 12
7. The control processes and their relationships		
	7.1 The control processes and their relationships (Change management, configuration management, release and deployment management)	A: Ch. 7 B: Ch. 13, 14

Contact EXIN

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