



Preparation Guide

Edition 201607

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1. Overview

EXIN IT Service Management Foundation based on ISO/IEC 20000 (ITSM20F.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
- High-level concepts for service design and transition
- 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 is intended for everyone playing a role or having an interest in IT 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 based on ISO/IEC 20000 exam.

Examination Details

| | |
|---------------------------------------|---------------------------|
| Examination type: | Multiple-choice Questions |
| Number of questions: | 40 |
| Pass mark: | 65% |
| Open book/notes: | No |
| Electronic equipment/aides permitted: | No |
| Exam duration: | 60 minutes |

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

Bloom level

The EXIN EXIN IT Service Management Foundation 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 15. 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

60 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 | | 15% |
| | 1.1 Core concepts of IT Service Management | 10% |
| | 1.2 Core concepts of Quality Frameworks | 5% |
| 2. The Service Management System (SMS) | | 20% |
| | 2.1 Introduction to Management Systems | 10% |
| | 2.2 Core concepts of the Service Management System (SMS) | 10% |
| 3. Service Design and Transition | | 5% |
| | 3.1 Core concepts for Service Design and Transition | 5% |
| 4. The service delivery processes and their relationships | | 15% |
| | 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) | 15% |
| 5. The relationship processes and their relationships | | 15% |
| | 5.1 The relationship processes and their relationships (Business relationship management, Supplier management) | 15% |
| 6. The resolution processes and their relationships | | 10% |
| | 6.1 The resolution processes and their relationships (Incident and service request management, Problem management) | 10% |
| 7. The control processes and their relationships | | 20% |
| | 7.1 The control processes and their relationships (Change management, configuration management, release and deployment management) | 20% |
| 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 what an IT service is.
 - 1.1.2 Describe the factors needed to provide an IT service.
 - 1.1.3 Describe the benefits and characteristics of a process-based approach .
 - 1.1.4 Describe the concept of IT service management.
 - 1.1.5 Describe the benefits and risks of IT service management.
 - 1.1.6 Describe the role of tools used within IT service management.
 - 1.1.7 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 management requirements for new/changed services
 - 3.1.2 Describe at a high level the requirements for planning new/changed services
 - 3.1.3 Describe at a high level the requirements for designing new/changed services
 - 3.1.4 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
 - 4.1.2 Describe the activities and practical application for each process

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
 - 5.1.2 Describe the activities and practical application for each process

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
 - 6.1.2 Describe the activities and practical application for each process

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
 - 7.1.2 Describe the activities and practical application for each process

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