



Preparation Guide

Edition 201905

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1. Overview

EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 (ITSMF18.EN)

Scope

The EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 certification validates a professional's knowledge about:

- introduction to IT service management;
- the service management system (SMS);
- the operation of the service management system.

Summary

IT service management describes the design, delivery, support, and improvement of IT-related services to support business outcomes. The international standard for service management, ISO/IEC 20000-1:2018, defines the requirements for establishing, implementing, maintaining, and continually improving a service management system (SMS). The SMS makes it clear what is essential to managing the service lifecycle: one must plan, design, transition, deliver and improve services. As services meet the agreed requirements, value is delivered to customers, users and the organization providing those services.

This EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 certification describes the key information and concepts for IT service management based on ISO/IEC 20000-1:2018. This course builds the fundamental skills and knowledge enabling one to participate in organizational teams working within service management. The emphasis is on the service management system and service management processes, specifically, the core concepts and basic terminology of IT service management based on ISO/IEC 20000-1:2018.

Successful completion of the EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 is recommended for the EXIN IT Service Management Specialist based on ISO/IEC 20000:2018. The Specialist is strongly focused on the practical skills necessary to deploy a service management system and ensure its ongoing relevancy, maintaining, and improving as necessary, its alignment to the defined service management policy and other organizational policies and plans.

Context

The EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 certification is part of the EXIN IT Service Management based on ISO/IEC 20000:2018 qualification program.



Target group

EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 is intended for everyone playing a role or having an interest in service management.

The target group includes, but is not limited to:

- 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;
- customers of service providers.

Requirements for certification

- Successful completion of the EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 exam.

Examination details

Examination type:	Multiple-choice questions
Number of questions:	40
Pass mark:	65%
Open book/notes:	No
Electronic equipment/aides permitted:	No
Time allotted for examination:	60 minutes

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

Bloom level

The EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 certification tests candidates at Bloom Levels 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 14. 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 requirement	Exam specification	Weight
1. Introduction to IT Service Management		15%
	1.1 Core Concepts of IT Service Management	10%
	1.2 Core Concepts Surrounding ISO/IEC 20000-1:2018	5%
2. Service Management System (SMS)		30%
	2.1 Critical Elements of a Service Management System	15%
	2.2 Core Concepts of the Service Management System	15%
3. The Operation of the Service Management System		55%
	3.1 Service Portfolio Processes (Service Catalog Management, Asset Management, Configuration Management)	5%
	3.2 Relationship and Agreement Processes (Business Relationship Management, Service Level Management, Supplier Management)	10%
	3.3 Supply and Demand Processes (Budgeting and Accounting for Services, Demand Management, Capacity Management)	5%
	3.4 Service Design, Build and Transition Processes (Change Management, Release and Deployment Management)	10%
	3.5 Resolution and Fulfilment Processes (Incident Management, Service Request Management, Problem Management)	15%
	3.6 Service Assurance Processes (Service Availability Management, Service Continuity Management, Information Security Management)	10%
	Total	100%

Exam specifications

1 Introduction to IT Service Management

1.1 Core Concepts of IT Service Management

The candidate can...

- 1.1.1 explain how “Adapt and Adopt” is used within service management.
- 1.1.2 explain the difference between an IT service and non-IT services.
- 1.1.3 describe the value of service management.
- 1.1.4 describe the principles of continual improvement.

1.2 Core Concepts Surrounding ISO/IEC 20000-1:2018

The candidate can...

- 1.2.1 identify the purpose and benefits of ISO/IEC 20000.
- 1.2.2 describe what a service management system is.
- 1.2.3 describe how management system standards (MSSs) are designed to allow organizations to integrate multiple MSSs.

2 Service Management System (SMS)

2.1 Critical Elements of a Service Management System

The candidate can...

- 2.1.1 explain how the organization and interested parties impact the SMS.
- 2.1.2 describe the importance of understanding organizational risks and opportunities.
- 2.1.3 describe the service management objectives.
- 2.1.4 outline the leadership responsibilities.
- 2.1.5 define general governance principles.
- 2.1.6 describe importance of documentation and basic requirements for documentation.
- 2.1.7 describe the requirements for resource management.

2.2 Core Concepts of the Service Management System

The candidate can...

- 2.2.1 describe the key principles of producing and implementing a service management system.
- 2.2.2 outline the requirements for designing, building and transitioning new or changed services.
- 2.2.3 describe the requirements for monitoring, measuring, analysis, evaluation and improving the SMS and services.
- 2.2.4 describe the continual improvement activities for the SMS and services.

3 The Operation of the Service Management System

3.1 Service Portfolio Processes (Service Catalog Management, Asset Management, Configuration Management)

The candidate can...

- 3.1.1 describe the objectives and service requirements.
- 3.1.2 explain the activities and practical application for each process.

3.2 Relationship and Agreement Processes (Business Relationship Management, Service Level Management, Supplier Management)

The candidate can...

- 3.2.1 describe the objectives and service requirements.
- 3.2.2 explain the activities and practical application of each process.

- 3.3 Supply and Demand Processes (Budgeting and Accounting for Services, Demand Management, Capacity Management)
The candidate can...
 - 3.3.1 describe the objectives and service requirements.
 - 3.3.2 explain the activities and practical application of each process.
- 3.4 Service Design, Build and Transition Processes (Change Management, Release and Deployment Management)
The candidate can...
 - 3.4.1 describe the objectives and service requirements.
 - 3.4.2 explain the activities and practical application of each process.
- 3.5 Resolution and Fulfilment Processes (Incident Management, Service Request Management, Problem Management)
The candidate can...
 - 3.5.1 describe the objectives and service requirements.
 - 3.5.2 explain the activities and practical application of each process.
- 3.6 Service Assurance Processes (Service Availability Management, Service Continuity Management, Information Security Management)
The candidate can...
 - 3.6.1 describe the objectives and service requirements.
 - 3.6.2 explain the activities and practical application of 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	escalation
alignment	evaluation
analysis	evidence
assessment	external supplier
asset	framework
audit	governance
availability	impact
baseline	impartiality
budgeting and accounting for services	incident (management)
best practice	information security management
business relationship management	input
business requirements	integrity
capability	interested party
capacity (management)	internal audit
certification	internal supplier
change (management)	ISO/IEC 20000
competence	IT service management
compliance	key performance indicator (KPI)
component	known error
confidentiality	management system
configuration item (CI)	measurable
configuration management	measurement
conformity	monitoring
continual improvement	non-availability
contract	non-conformity
contractual obligation	objective
control	organization
corrective action	output
customer	outsource
customer focus	performance
customer satisfaction	plan
demand management	policy
disaster recovery	priority
documented information	problem (management)
effectiveness	problem resolution
efficiency	procedure
emergency change	process

record	service level (management)
recovery (plan)	service level agreement (SLA)
relationship	service level target
release	service (management)
release and deployment (management)	service management policy/plan
request for change (RFC)	service management system
requirement	service provider
responsibility	service report
restore	service request
review	service requirement
risk	subcontracted supplier
role	supplier (management)
scope	supplier contract
security control	tools
service availability (management)	top management
service catalog	transition
service component	urgency
service continuity (management)	user
service continuity strategy	value

4. Literature

Exam literature

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

- A. ISO/IEC
ISO/IEC 20000-1:2018 (EN)
Switzerland, ISO, 2018
www.iso.org

- B. Dolf van der Haven
A Guide to ISO/IEC 20000-1:2018 Service Management
ITSM Shop Ltd, first edition (2018)
ISBN: 9781912651344 (hard copy)
ISBN: 9781912651351 (eBook)
This book is also available as audiobook.

Literature matrix

Exam requirement	Exam specification	Literature
1. Introduction to IT Service Management		
	1.1 Core Concepts of IT Service Management	B: Ch. 2 and 3
	1.2 Core Concepts Surrounding ISO/IEC 20000-1:2018	A: Intro, Ch. 1 and 4.4 B: Ch. 3, Annex B
2. Service Management System (SMS)		
	2.1 Critical Elements of a Service Management System	A: Ch. 3.1.13, 4, 5, 6, 7.1-7.5, 8.1 and 8.2.3 B: Ch. 3
	2.2 Core Concepts of the Service Management System	A: Ch. 4.3, 6, 7, 8.2.2, 8.5.2, 9 and 10 B: Ch. 3, 4 and 5
3. The Operation of the Service Management System		
	3.1 Service Portfolio Processes (Service Catalog Management, Asset Management, Configuration Management)	A: Ch. 8.2.4-8.2.6 B: Ch. 3
	3.2 Relationship and Agreement Processes (Business Relationship Management, Service Level Management, Supplier Management)	A: Ch. 8.3.2-8.3.4 B: Ch. 3
	3.3 Supply and Demand Processes (Budgeting and Accounting for Services, Demand Management, Capacity Management)	A: Ch. 8.4.1-8.4.3 B: Ch. 3
	3.4 Service Design, Build and Transition Processes (Change Management, Release and Deployment Management)	A: Ch. 8.5.1 and 8.5.3 B: Ch. 3
	3.5 Resolution and Fulfilment Processes (Incident Management, Service Request Management, Problem Management)	A: Ch. 8.6.1-8.6.3 B: Ch. 3
	3.6 Service Assurance Processes (Service Availability Management, Service Continuity Management, Information Security Management)	A: Ch. 8.7.1-8.7.3 B: Ch. 3

Contact EXIN

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