



**Preparation Guide**

Edition 202508

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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 confirms that the professional understands the basics of the design, delivery, support, and improvement of IT-related services to support business outcomes.

This certification includes the following topics:

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

## 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.

## 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% (26/40 questions)
Open book:	No
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 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

56 hours (2 ECTS), depending on existing knowledge.

### Training organization

You can find a list of our Accredited Training Organizations at [www.exin.com](http://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
<b>1. Introduction to IT service management</b>		<b>15%</b>
	1.1 Core concepts of IT service management	10%
	1.2 Core concepts surrounding ISO/IEC 20000-1:2018	5%
<b>2. Service management system (SMS)</b>		<b>30%</b>
	2.1 Critical elements of a service management system	15%
	2.2 Core concepts of the service management system	15%
<b>3. The operation of the service management system (SMS)</b>		<b>55%</b>
	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%
<b>Total</b>		<b>100%</b>

## 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 (SMS) 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 SMS.
- 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 (SMS)

#### 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	input
alignment	integrity
analysis	interested party
assessment	internal audit
asset	internal supplier
audit	ISO/IEC 20000
availability	IT service management
baseline	key performance indicator (KPI)
budgeting and accounting for services	known error
best practice	management system
business relationship management	measurable
business requirements	measurement
capability	monitoring
capacity (management)	non-availability
certification	non-conformity
change (management)	objective
competence	organization
compliance	output
component	outsource
confidentiality	performance
configuration item (CI)	plan
configuration management	policy
conformity	priority
continual improvement	problem (management)
contract	problem resolution
contractual obligation	procedure
control	process
corrective action	record
customer	recovery (plan)
customer focus	relationship
customer satisfaction	release
demand management	release and deployment (management)
disaster recovery	request for change (RFC)
documented information	requirement
effectiveness	responsibility
efficiency	restore
emergency change	review
escalation	risk
evaluation	role
evidence	scope
external supplier	security control
framework	service availability (management)
governance	service catalog
impact	service component
impartiality	service continuity (management)
incident (management)	service continuity strategy
information security management	service level (management)

service level agreement (SLA)  
service level target  
service (management)  
service management policy/plan  
service management system (SMS)  
service provider  
service report  
service request  
service requirement

subcontracted supplier  
supplier (management)  
supplier contract  
tools  
top management  
transition  
urgency  
user  
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](http://www.iso.org)
- B. Dolf van der Haven  
**IT Service Management: ISO/IEC 20000-1:2018. Introduction and Implementation Guide**  
Van Haren Publishing, second edition (2020)  
ISBN: 978 94 018 0701 2 (hard copy)  
ISBN: 978 94 018 0702 9 (eBook)  
ISBN: 978 94 018 0703 6 (ePUB)

## Literature matrix

Exam requirements	Exam specifications	Reference
<b>1. Introduction to IT Service Management</b>		
	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
<b>2. Service management system (SMS)</b>		
	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 7
<b>3. The operation of the service management system (SMS)</b>		
	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

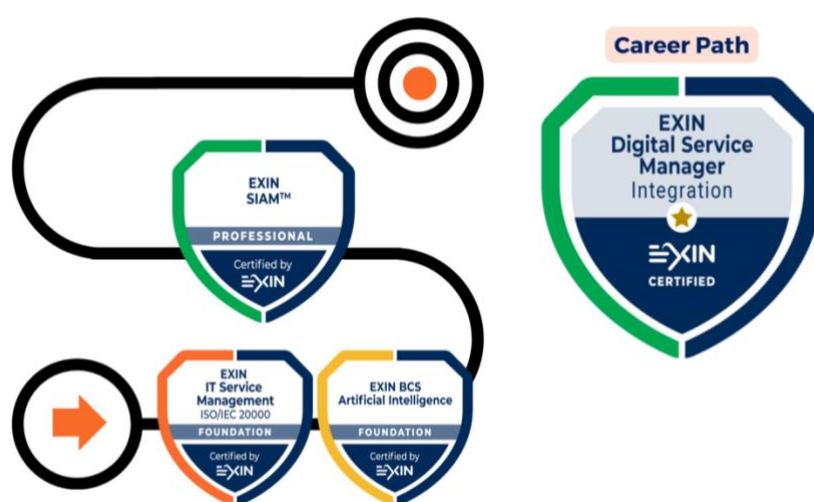
## 5. Career Path

At EXIN, we believe in the value of lifelong learning and the importance of combining diverse skills to thrive in today's dynamic and evolving world. With our EXIN Career Paths, candidates can prepare for specific job roles and continue to grow and advance in their professional journey. For more information on EXIN Career Paths, please refer to <https://www.exin.com/career-paths/>.

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

### EXIN Digital Service Manager Integration

EXIN Digital Service Manager Integration enables professionals to lead digital transformation initiatives to leverage digital environments and artificial intelligence (AI) to reach organizational objectives.





Driving Professional Growth

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