



# CERTIFIED SATISFACTION



IT SERVICE  
MANAGEMENT  
ISO/IEC 20000

## EXIN CERTIFICATION FOR IT SERVICE MANAGEMENT. PUTTING ISO/IEC 20000 INTO PRACTICE.

IT service management covers the design, delivery, support and improvement of IT related services to support business outcomes. The international standard for ITSM, ISO/IEC 20000, makes it clear what is essential: the need to define and agree service requirements, plan resources to meet business outcomes, support service delivery and provide value for the customer and the service provider. In almost every business the quality of IT Service Management (ITSM) determines the level of customer satisfaction. EXIN certification for ITSM provides an excellent basis for companies to implement and operate ITSM according to the internationally accepted ISO/IEC 20000 standard. The EXIN program supplements the essence of ITIL® with the quality thinking contained in the ISO approach, and adds role-based thinking.

*The actual value of services is realized once they are operational and are delivering value to the customer. IT Service Management (ITSM) frameworks and standards can optimize the effectiveness and efficiency of the services, provide the consistency of a quality management system, develop a culture of continual improvement, and ensure compliance where required. This enables businesses to differentiate themselves in an increasingly competitive marketplace.*

## EXIN'S IT SERVICE MANAGEMENT BASED ON ISO/IEC 20000 EXAM PROGRAM

The IT Service Management based on ISO/IEC 20000 qualification program is relevant for all organizations that want to have a strong focus on delivering quality services. The role-based nature of the qualification program supports this, by ensuring that the qualifications provide added value by preparing candidates to perform actual roles which are found in the IT industry, regardless of whether the organization is ISO/IEC 20000 certified or not.

### ITSM based on ISO/IEC 20000 benefits

- The program focuses on practical issues and the minimum you need to do to achieve good Service Management.
- Training is short.
- There are interesting entry-level possibilities for candidates with prior ITIL® knowledge.
- The certification provides a common language, a uniform way of working, and a shared mindset.

### Benefits for companies

- Companies become more customer and service oriented.
- Focus on the essential elements for cost-effective IT Service delivery.
- Save time and money on certification compared to other programs in the market.
- Mapped to an acknowledged framework of competencies (e-CF®)

### Benefits for individuals

- Practical and concise multi-level program.
- Grasp the essence of ITSM.
- Less focus on theory, more time for practical assignments.
- Complement your ITIL® certification.

# ITSM BASED ON ISO/IEC 20000 MODULES



**FOUNDATION IN IT SERVICE MANAGEMENT**  
based on ISO/IEC 20000

The EXIN IT Service Management Foundation certificate describes the key information and concepts for IT Service Management as well as their relationships with other areas of information management.

e-Competence Level		1	2	3	4	5
A.2.	Service Level Management			■		
C.1.	User Support	■				
C.2.	Change Support		■			
C.3.	Service Delivery	■				
C.4.	Problem Management		■			
D.9.	Personnel Development		■			
E.4.	Relationship Management			■		
E.5.	Process Improvement			■		
E.6.	ICT Quality Management			■		



**SPECIALIST IN IT SERVICE MANAGEMENT**  
based on ISO/IEC 20000

The EXIN IT Service Management Specialist certificate specifically describes the practical activities and competences of the Specialist-level member of an IT organization. This skill set builds on the foundation knowledge, taking the high-level information gained in the Foundation course and providing additional depth and practical context.

e-Competence Level		1	2	3	4	5
A.2.	Service Level Management			■		
B.5.	Documentation Production		■			
C.1.	User Support			■		
C.2.	Change Support			■		
C.3.	Service Delivery			■		
C.4.	Problem Management				■	
D.2.	ICT Quality Strategy Development				■	
D.8.	Contract Management			■		
D.9.	Personnel Development				■	
E.3.	Risk Management			■		
E.4.	Relationship Management			■		
E.5.	Process Improvement			■		
E.6.	ICT Quality Management			■		
E.7.	Business Change Management			■		



**EXPERT IN IT SERVICE MANAGEMENT**  
based on ISO/IEC 20000

The EXIN IT Service Management Expert certificate focuses on the business requirements for- and the necessary activities within- the service management system. The Expert is the 'leader' within a Service Management oriented organization and must ensure that the service management system is properly deployed and supported.

e-Competence Level		1	2	3	4	5
A.2.	Service Level Management				■	
C.3.	Service Delivery			■		
C.4.	Problem Management				■	
D.2.	ICT Quality Strategy Development					■
D.8.	Contract Management			■		
D.9.	Personnel Development			■		
E.1.	Forecast Development			■		
E.3.	Risk Management		■			
E.4.	Relationship Management			■		
E.5.	Process Improvement				■	
E.6.	ICT Quality Management			■		
E.7.	Business Change Management				■	
E.8.	IS Governance					■



**MASTER IN IT SERVICE MANAGEMENT**  
based on ISO/IEC 20000

The Master certificate in IT Service Management is designed to provide evidence of the ability to create and evaluate the overall IT service management system and to initiate organizational change to meet the compliance requirements of an organization.

e-Competence Level		1	2	3	4	5
A.2.	Service Level Management				■	
A.3.	Business Plan Development					■
A.9.	Innovating				■	
C.3.	Service Delivery			■		
D.2.	ICT Quality Strategy Development				■	
D.8.	Contract Management				■	
D.9.	Personnel Development				■	
E.1.	Forecast Development				■	
E.3.	Risk Management				■	
E.4.	Relationship Management				■	
E.5.	Process Improvement				■	
E.6.	ICT Quality Management				■	
E.7.	Business Change Management					■
E.9.	IS Governance					■

■ competence is covered   ■ partial coverage   ■ superficial coverage

## ITSM BASED ON ISO/IEC 20000 PROGRAM LABEL



The program labels of the EXIN portfolio have been built up to help identify the logical next step in terms of additional training and competence development. Each color represents an ICT competence area, derived from the e-Competence Framework (e-CF®). The overall label color indicates the main competence area of the program and the colors in the pie chart indicate the relationships with other competence areas:

the IT Service Management based on ISO/IEC 20000 competences are mainly covered in the area 'Run'. Related programs cover competences in the areas 'Manage', 'Plan', 'Build' and 'Enable'. Please visit the EXIN IT Service Management based on ISO/IEC 20000 program page on [exin.com](http://exin.com) to find out which certification programs are suggested for further development.

### MANAGE

This area represents the daily business administration and improvement of all underlying operative ICT processes.

### PLAN

This area represents the strategic preparatory activities such as conceiving and developing products, services and solutions.

### BUILD

The Build area represents the development and implementation of products, services and solutions.

### RUN

The Run phase represents the provision, support and maintenance of the products, services, and solutions delivered and deployed.

### ENABLE

The strategic activities in this area represent supporting all underlying ICT processes.

## ABOUT EXIN

Published and designed by EXIN. EXIN is the global independent certification institute for professionals in the ICT domain. With more than 30 years of experience in certifying the competences of over 2 million ICT professionals, EXIN is the leading and trusted authority in the ICT market. With over 1000 accredited partners EXIN facilitates exams and e-competence assessments in more than 165 countries and 20 languages. EXIN is co-initiator of the e-Competence Framework, which was set up to provide unambiguous ICT certification measurement principles within Europe and beyond.

## TO GET IN TOUCH

Please visit [exin.com](http://exin.com) for more information about EXIN, to find local EXIN support or your EXIN Area Manager.

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