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EXIN Expert in IT Service  
Management  
based on ISO/IEC 20000

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Preparation Guide

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Edition June 2016



**IT SERVICE  
MANAGEMENT**  
ISO  
IEC **20000**

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# 1. Overview

EXIN Expert in IT Service Management based on ISO/IEC 20000 (ITSM20EXP.EN)

## Summary

The main objective of the Preparation Guide is to identify the exam subjects, requirements and specifications, and the target audience for the EXIN Expert in IT Service Management 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 Expert certificate in IT Service Management focuses strictly on the requirements and necessary management activities for the service management system. The Expert is the 'leader' within a Service Management-oriented organization and as such, must ensure the foundation yet critical concepts of the service management system are properly deployed and supported.

The Expert module connects the information and practical skills gained from the Foundation and Specialist certifications and demands the candidate to show a managerial view. The Expert must possess the competences to provide the necessary guidance and direction for the Specialist activities as well as lead and manage the Service Management program. Of course, the Expert will be working under the general supervision of top management, thus they must have good communication skills to effectively transfer information and ideas throughout the IT organization and suppliers.

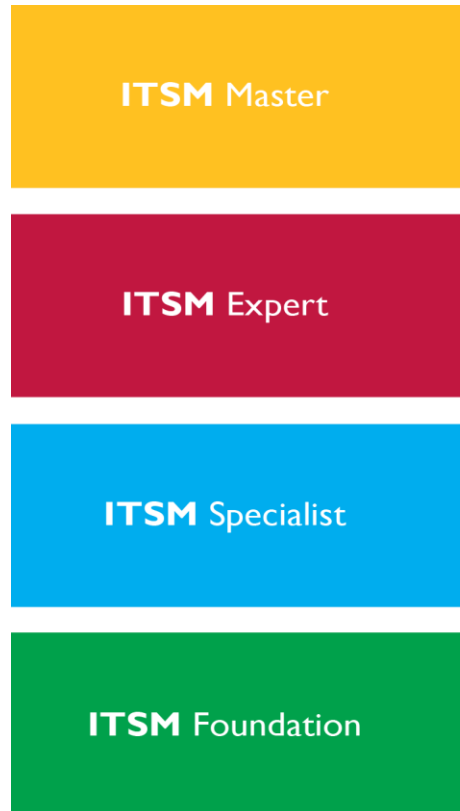
Successful completion of the Expert certification allows the candidate to pursue study and practical skill development in a seminar with the Master (MA). The Master focuses on the collegial sharing of experiences and the completion of a 'live' project completed under the guidance of the course tutors.

The topics of the Expert certification are:

- How to document and maintain service management policies
- How to maintain a portfolio of products and services
- How to maintain integrity and consistency in the supply chain
- How to maintain integrity and consistency in the service management system
- How to apply methods and techniques of cultural change
- How to motivate people
- How to assess the service management system

## Context

### Qualification program



The certificate IT Service Management Expert based on ISO/IEC 20000 is part of the EXIN ITSM qualification program and a prerequisite of the Master in the qualification program.

### Target audience

ITSM Expert is intended for those personnel who are involved in a practical way in:

- Defining ITSM strategies, policies and objectives
- Managing ITSM departments
- Designing and maintaining ITSM management systems
- Evaluating/assessing ITSM management system capabilities/performance

Specific roles could include:

- Managers
- Supervisory staff
- Team leaders
- Service designers
- IT architects and/or planners
- IT consultants
- IT audit managers / auditors
- IT security managers / officers
- Project managers
- Suppliers, Lead suppliers and sub-contracted suppliers

### **Prerequisites**

The Specialist Certificate in ITSM based on ISO/IEC 20000

Requirements for the certificate:

- The training Expert in IT Service Management based on ISO/IEC 20000 by an EXIN accredited training provider
- Successful completion of the Practical Assignments assessed by an EXIN accredited training provider
- Successful completion of the exam Expert in IT Service Management based on ISO/IEC 20000

### **Side entries**

Candidates on ITIL® Expert level who wish to qualify for EXIN's ITSM Expert certificate can take the Expert Side Entry route. (See the Preparation Guide: Side Entry to the EXIN Expert in IT Service Management based on ISO/IEC 20000)

### **Examination type**

Paper-based multiple-choice questions and essay questions

### **Indication study load**

160 hours

### **In-course assessment**

The candidate should have successfully completed the practical assignments.

### **Time allotted for examination**

120 minutes

### **Examination details**

Number of case study based multiple choice questions:	20
Pass mark:	65% (13 of 20)
Number of case study based essay questions:	3
Pass mark:	50% (25 of 50 marks)
Open book/notes:	no
Electronic equipment permitted:	no

Note: The essay part will only be assessed when the multiple choice part is passed. Both parts must be passed in order to receive a certificate. It is not possible to retake only one part.

### **Sample questions**

A sample exam is available through your Accredited Training Provider.

### **Training**

#### **Group size**

The maximum number of course participants is 16.

#### **Contact hours**

The minimum number of contact hours for the course is 35. This number includes group assignments (6 hours), exam preparation and short coffee breaks. Not included are: homework, the logistics related to the exam session, the exam session and lunch breaks.

#### **Training provider**

A list of accredited training providers may be found on EXIN's website <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). The weight of the different topics in the exam is expressed as a percentage of the total.

Exam requirement	Exam specification	Weight (%)
<b>1. Planning the service management system</b>		<b>25</b>
	1.1 Establish the service management plan	10
	1.2 Plan service management system processes	10
	1.3 Plan service provision	5
<b>2. Implementing and managing the service management system</b>		<b>25</b>
	2.1 Implement and operate	15
	2.2 Motivate	10
<b>3. Measuring, monitoring and reporting on the service management system</b>		<b>25</b>
	3.1 Assess the service management system	10
	3.2 Review the service management system	15
<b>4. Improving the service management system</b>		<b>25</b>
	4.1 Propose service improvements	10
	4.2 Manage service management system improvements through their lifecycle	15
<b>Total</b>		<b>100</b>



## Exam specifications

### 1. Planning the service management system - 25%

#### 1.1 Establish the service management plan - 10%

The candidate can

- 1.1.1 Design a service management plan
- 1.1.2 Assess legislative and regulatory compliance, e.g., Sarbanes-Oxley, Basel II, Personal Data Protection
- 1.1.3 Assess compliance to standards and/or applicability for certification, e.g., ISO 9001, ISO/IEC 20000, ISO/IEC 27001
- 1.1.4 Design roles based on identified activities in the service management processes
- 1.1.5 Indicate appropriate competency requirements for roles
- 1.1.6 Choose appropriate methods for cultural change

#### 1.2 Plan the service management system processes - 10%

The candidate can

- 1.2.1 Propose a model of processes and procedures
- 1.2.2 Design a document control system
- 1.2.3 Create a resource plan
- 1.2.4 Integrate the service management system with other standards or frameworks and bodies of knowledge
- 1.2.5 Plan the method for continual improvement of the service management system and the services

#### 1.3 Plan service provision - 5%

The candidate can

- 1.3.1 Recommend a portfolio of services
- 1.3.2 Assess proposals for new or changed services

### 2. Implementing and managing the service management system - 25%

#### 2.1 Implement and operate - 15%

The candidate can

- 2.1.1 Propose service management policies and indicators
- 2.1.2 Implement and improve the service management system
- 2.1.3 Assess risks to the consistency and integrity of the supply chain
- 2.1.4 Assess risks to the consistency and integrity of the service management system and the services

#### 2.2 Motivate - 10%

The candidate can

- 2.2.1 Build a culture of quality and service, consistent with service management objectives, within the teams operating the service management system
- 2.2.2 Create and maintain a training and development plan, based on gaps in required competencies
- 2.2.3 Explain benefits of the service management system to interested parties
- 2.2.4 Effectively communicate the service management policies and objectives to people operating the service management system

### **3. Measuring, monitoring and reporting on the service management system - 25%**

#### **3.1 Assess the service management system - 10%**

The candidate can

- 3.1.1 Prepare for internal & external audits
- 3.1.2 Use suitable methods to assess the capability of the organization to successfully operate the service management system and the services
- 3.1.3 Identify gaps in service management objectives related to business needs

#### **3.2 Review the service management system - 15%**

The candidate can

- 3.2.1 Evaluate the service management system for both effectiveness and efficiency
- 3.2.2 Gather information required for a management review
- 3.2.3 Support and follow-up a management review meeting

### **4. Improving the service management system – 25%**

#### **4.1 Propose service improvements - 10%**

The candidate can

- 4.1.1 Assess results of reviews and audits for possible improvements
- 4.1.2 Propose service improvement activities in line with the service management policy and objectives

4.2 Manage service management system improvements through their lifecycle - 15%

The candidate can

- 4.2.1 Manage risks to the improvement project
- 4.2.2 Communicate improvement project progress to interested parties
- 4.2.3 Manage activities in the improvement project

### 3. List of basic concepts

This chapter contains the terms 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.*

Terms are listed in alphabetical order. If a concept is listed both with abbreviation and full name, either one can be tested.

Alignment	Architecture
Assessment	Audit
Audit plan	Audit report
Audit scope	Balanced scorecard
Baseline	Benchmark
Budgeting & accounting for services	Business impact analysis (BIA)
Business relationship management	Business requirements
Business strategy	Capability
Capacity management	Catalog of services
CCTA Risk Analysis and Management Method (CRAMM)	Certification body
Certification scope	Change management
Communication plan	Competencies
Compliance	Configuration management
Conformance / Nonconformities	Continual improvement policy
Control processes	Critical success factors (CSFs)
Cultural change	Design and transition of new or changed services
Document lifecycle	Document lifecycle
Documentation management	Effectiveness
Efficiency	Evidence
External audit	Governance
Impact	Incident & service request management
Information security management	Interested party
Interface	Internal audit
Internal group	IT strategy

Key performance indicators (KPIs)	Key stakeholders
Lead supplier	Management system
Maturity	Objectives
Operational risks	Organization chart
Outsourcing	Plan-Do-Check-Act (PDCA) Policy
Portfolio	Prioritization
Problem management	Quality management
Quality policy	RACI matrix (Responsible Accountable Consulted Informed)
Release and deployment management	Resolution management
Resource management	Resource plan
Review	Risk
Risk assessment	Risk management
Risk response	Role competencies
Role definitions	Service acceptance criteria
Service availability plan	Service complaint
Service continuity & availability management	Service continuity plan
Service delivery processes	Service improvement
Service improvement procedure	Service level agreement (SLA)
Service level management	Service lifecycle
Service management framework	Service management plan
Service management policy	Service management system
Service management system scope	Service reporting
Service requirements	Service review
Service strategy	Sub-contracted supplier
Supplier	Supply chain
SWOT-analysis (Strengths, Weaknesses, Opportunities and Threats)	Targets
Top management	Training plan
Transition	Values
Vulnerability	

## 4. Literature

### A ISO/IEC

**ISO/IEC 20000-1:2011(E) Part 1: Service management system requirements**  
Switzerland, ISO, 2011  
ISO/IEC 20000-1:2011(E)

**B** ISO/IEC  
**ISO/IEC 20000-2:2012(E) Part 2: Guidance on the application of service management systems**  
Switzerland, ISO, 2012  
ISO/IEC 20000-2:2012(E)

**C** Dr Jenny Dugmore and Shirley Lacy  
**Introduction to the ISO/IEC 20000 Series: IT Service Management**  
United Kingdom, BSi, 2011  
ISBN-10: 0580728463  
ISBN-13: 978-0580728464

#### **Additional Literature**

**D** James Persse  
**The IT Service Management Process Manual**  
The Netherlands, Van Haren Publishing, 2012  
eBook ISBN 978-90-8753-018-1

**E** David Clifford  
**Implementing ISO/IEC 20000: The Roadmap**  
The Netherlands, Van Haren Publishing, 2008  
ISBN 9 087 53082 X

**F** Mart Rovers  
**ISO/IEC 20000:2011: A Pocket Guide, 2<sup>nd</sup> 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

**G** **ISO/IEC ISO/IEC 20000-3:2009(TR) Part 3: Guidance on scope definition and applicability of ISO/IEC 20000- 1**  
Switzerland, ISO, 2009ISO/IEC 20000-3:2009(TR)

**H** **ISO/IEC ISO/IEC 20000-5:2010(TR) Part 5: Exemplar implementation plan for ISO/IEC 20000-1**  
Switzerland, ISO, 2010 ISO/IEC 20000-5:2010(TR)

**I** Mark O'Loughlin  
**The Service Catalog**  
The Netherlands, Van Haren Publishing, 2010  
ISBN 978 90 8753 5711

#### **Comments**

- Additional literature is for reference and depth of knowledge only.

- Literature E is based on ISO/IEC 20000:2005 but provides an excellent overview of how to implement a service management system based on the ISO/IEC 20000 standard.

#### Overview of the literature

Exam specification	Literature
1.1	A/B: Chapters 1, 4 C: Chapter 2, 3, 4
1.2	A/B: Chapters 4, 6, 7, 8, 9 C: Chapter 4, 7
1.3	A/B: Chapters 4, 5 C: Chapter 5, 9, 10, 11, 12, 16, 18
2.1	A/B: Chapter 4, 5 C: Chapter 5, 9, 12
2.2	A/B: Chapter 4, 5 C: Chapter 6
3.1	A/B: Chapter 4, 6 C: Chapter 7
3.2	A/B: Chapters 4, 6, 8 C: Chapters 3, 8, 9
4.1	A/B: Chapter 4 C: Chapter 7, 8
4.2	A/B: Chapter 4 C: Chapter 4, 13, 18

**Notes:**

1. Unless otherwise indicated, instructional coverage of the entire section referenced is assumed.
2. Exam specification topics are not confined to a specific section within the standard, e.g., cross-references, other areas in the standard may provide further explanation.





## Contact EXIN

[www.exin.com](http://www.exin.com)

