

## Exam requirements

### IT Service Management Practitioner: Support & Restore (based on ITIL®) (IPSR.EN)

<b>Publication date</b>	01-12-2009												
<b>Start date</b>	01-01-2006												
<b>Summary</b>	The examination IT Service Management Practitioner: Support & Restore (based on ITIL®) tests the essential elements required to qualify as a professional who specializes in the Support and Restore processes. The examination covers the Incident and Problem Management processes and the Service Desk function.												
<b>Target group</b>	The examination for the Practitioner's Certificate in IT Service Management: Support & Restore (based on ITIL®) is aimed at professionals who will participate in managing, organizing and optimizing processes in an IT service organization which has implemented, or started to implement, ITIL®-based Support and Restore processes and functions. The target group consists of operational staff and managers wishing to extend their planning, monitoring and optimizing skills, to activities in Incident and Problem Management and the Service Desk function.												
<b>Context</b>	The Practitioner's Certificate in IT Service Management: Support & Restore (based on ITIL®) is part of the ITIL® certification structure.												
<b>Prerequisites</b>	Before taking the IT Service Management Practitioner: Support & Restore (based on ITIL®) exam candidates must have undertaken training with an EXIN-accredited training provider and successfully completed the practical assignments. The candidates have obtained the Foundation Certificate in IT Service Management (based on ITIL®).												
<b>Practical assignment</b>	The candidate should successfully have completed the practical assignments.												
<b>Examination details</b>	<table><tr><td>Examination type:</td><td>Computer-based or paper-based multiple-choice questions</td></tr><tr><td>Time allotted for examination:</td><td>120 minutes</td></tr><tr><td>Number of multiple-choice questions:</td><td>40</td></tr><tr><td>Pass mark:</td><td>65 % (26 out of 40)</td></tr><tr><td>Open book:</td><td>no</td></tr><tr><td>Electronic equipment permitted:</td><td>no</td></tr></table>	Examination type:	Computer-based or paper-based multiple-choice questions	Time allotted for examination:	120 minutes	Number of multiple-choice questions:	40	Pass mark:	65 % (26 out of 40)	Open book:	no	Electronic equipment permitted:	no
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<b>Sample questions</b>	A sample exam is available through your Accredited Training Provider.	
<b>Exam requirements</b>	1. Managing the Incident and Problem Management processes and the Service Desk function	(30%)
	2. Organizing the Incident and Problem Management processes and the Service Desk function	(50%)
	3. Optimizing the Incident and Problem Management processes and the Service Desk function	(20%)

## Specification of the exam requirements

- 1. Managing**
- 1.1 The candidate can plan the key activities in the Service Desk function and the Incident Management and Problem Management processes
  - 1.2 The candidate can plan the exchange of appropriate information relevant to managing of the Support and Restore processes
  - 1.3 The candidate can initiate actions to ensure the key activities in the Support and Restore processes meet the pre-defined and pre-established objectives
  - 1.4 The candidate can plan the monitoring and reporting on the performance and achievements of the activities in the Support and Restore processes
- 2. Organizing**
- 2.1 The candidate can organize the exchange of appropriate information with other processes
  - 2.2 The candidate can provide Service Desk, Incident and Problem Management information to users and suppliers
  - 2.3 The candidate can maintain the procedures of the Support and Restore processes
  - 2.4 The candidate can organize the structure of the Service Desk function
  - 2.5 The candidate can set up the Service Desk responsibilities, functions, staffing levels and technologies
  - 2.6 The candidate can organize the relationships between the Service Desk and Incident Management
  - 2.7 The candidate can organize the handling of incidents
  - 2.8 The candidate can organize the relationships between Incident Management and Problem Management
  - 2.9 The candidate can organize Problem Control
  - 2.10 The candidate can organize Error Control
  - 2.11 The candidate can organize proactive Problem Management
- 3. Optimizing**
- 3.1 The candidate can monitor and optimize the Support and Restore processes
  - 3.2 The candidate can propose improvements, based on results of monitoring and/or reviews

## List of basic concepts

In this section you will find the concepts that can be applied in the examination, listed by examination requirement.

Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

## **1 Managing the Support and Restore processes**

### **1.1 Plan key activities**

- incident
- service request
- problem
- known error
- Service Desk plan
- Incident Management plan
- major problem review
- impact
- urgency
- priority
- category
- workaround
- incident detection
- incident recording
- incident classification
- incident investigation
- incident diagnosis
- incident restoration
- incident recovery
- incident ownership
- incident monitoring
- incident tracking
- problem detection
- problem recording
- problem classification
- problem investigation
- problem diagnosis
- problem ownership
- problem monitoring
- problem tracking
- error recording
- error assessment
- error resolution recording
- error ownership
- error monitoring
- error tracking
- incident matching
- known error database
- Kepner Tregoe
- Ishikawa diagram
- brainstorming

- flowcharting
- trend analysis
- proactive Problem Management
- 1.2 Exchange information between processes
  - Service Desk and Incident Management
  - Service Desk and Problem Management
  - Incident Management and Problem Management
- 1.3 Initiate actions to meet objectives
  - plan, do, check, act
- 1.4 Plan monitoring and report
  - Key Performance Indicators (KPI)
  - activity metrics

## **2 Organizing the Support and Restore processes**

- 2.1 Organize the exchange of appropriate information with other processes.
  - benefits
- 2.2 Provide information
  - suppliers
  - Incidents
  - Problems
  - Known Errors
- 2.3 Maintain the procedures of the Support and Restore processes
  - daily work activities
  - classification
  - escalation
  - tools
  - archives
  - registration and updates
  - resources
- 2.4 The Service Desk structure
  - Call Center
  - customer hot line
  - Help Desk
  - Service Desk
  - local Service Desk
  - central Service Desk
  - virtual Service Desk
  - considerations
  - 'follow the sun' support
  - functional and hierarchical escalation
- 2.5 The Service Desk responsibilities, functions, staffing levels and technologies
  - Service Desk functions
  - requests
  - empowerment
  - escalation management
  - staffing levels
  - staff turnover
  - 'Super User'
  - workload

- customer satisfaction
  - smaller support units
  - awareness
  - training needs
  - technologies
  - responsibilities, functions, and staffing levels
  - staffing skill set
  - education and training
  - processes and procedures
- 2.6 The Service Desk and Incident Management relationships
- registration
  - service requests
  - initial support
  - ownership
  - monitoring
  - tracking
  - communication
  - resolution
  - recovery
  - closure
- 2.7 Handling incidents
- registration
  - service request
  - classification
  - impact
  - urgency
  - priority
  - initial support
  - lifecycle
  - resolution
  - escalation
  - incident matching
  - recovery
  - Request for Change (RFC)
  - problems
  - known errors
  - workarounds
  - incident details
  - closure
- 2.8 The Incident Management and Problem Management relationships
- incidents
  - problems
  - known errors
  - workarounds
  - incident matching
  - major incidents
  - feedback on RFC
- 2.9 Problem Control
- identification
  - classification

- Kepner and Tregoe
  - Ishikawa diagrams
  - brainstorming
  - flowchart
- 2.10 Error Control
- errors
  - third-party products
  - software environments
  - error resolution
- 2.11 Proactive Problem Management
- trend analysis
  - major problem reviews
  - reactive
  - proactive

### **3 Optimizing the Support and Restore processes**

- 3.1 Monitor and optimize Support and Restore processes
- Service Desk tools
  - Incident Management tools
  - Problem Management tools
- 3.2 Propose improvements
- audit
  - work instruction
  - review meeting

#### **Justification of choices**

To avoid repetition, terms have usually been listed under the first examination specification where they are used. If no specific basic concepts are listed for certain exam specifications, this means the relevant concepts have already been listed elsewhere.

Abbreviations that are used in the Service Support book that could also be used in examination questions have been placed in brackets.

All concepts from the basic concepts list of IT Service Management Foundation (based on ITIL®) may be used in questions for the IT Service Management Practitioner: Support & Restore (based on ITIL®) examinations. Those which specifically belong to the domain of the Service Desk Function or the Incident or Problem Management processes have been included in the list above, even if they also appear in the Foundation basic concepts. This list of basic concepts can be found under the Foundation exam requirements on our website.

Some terms in the above list are simply used in the Service Support book and are not defined. The candidate should recognize these terms and know how they are used. The candidate will not be asked for a precise definition.

#### **Literature**

OGC

**Service Support**

Norwich: The Stationery Office, 2000

ISBN 0 11 330015 8

The exam Referral to literature and notes is **not** permitted.

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