



IT SERVICE MANAGEMENT 20000

ISO
IEC

Exam requirements

IT Service Management according to ISO/IEC 20000 Associate Consultant/Auditor (IS20ACA.EN)

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Summary The Associate Consultant/Auditor qualification is designed to provide practical knowledge of implementation, improvement and quality assurance of IT Service Management processes, including coordinating activities of professionals and service provision areas and in reporting on the performance and effectiveness of IT Service Management. This role is extending that of the professional in Managing and Improving IT Services.

Target group The target group for this qualification includes those personnel who are involved in a practical way in:

- Participation in implementation, improvement or quality assurance of IT Service provision processes
- Supporting implementation or improvement of the management system
- Coordinating IT service provision areas

And/or

- Reporting on the performance and effectiveness of IT Service Management

Specific roles could include:

- Assistant to the Service Manager
- Team manager in the IT department
- Quality team member
- Junior consultant
- Product manager
- Project lead in service improvement programs

Context The ISO/IEC 20000 Associate Consultant/Auditor Certificate in ITSM is part of the ISO/IEC 20000 qualification program for personnel which covers a series of exams that are aligned with the various roles in IT Service Management.

Prerequisites

To sit the Associate Consultant/Auditor in ITSM according to ISO/IEC 20000 exam candidates must:

- Hold the Foundation Certificate in ITSM according to ISO/IEC 20000 or an equivalent.
- Have attended the Associate Consultant/Auditor in ITSM according to ISO/IEC 20000 training course with an EXIN accredited training provider (ATP), including having successfully fulfilled the three (3) practical assignments as part of the course.
- Have at least three (3) years professional experience in the field of ITSM.

Practical assignment

The candidate should successfully have completed the practical assignments.

Examination details

Examination type:	Computer-based or paper-based multiple-choice
Time allotted for examination:	120 minutes
Number of multiple-choice questions:	60
Pass mark:	65% (39 out of 60)
Open book:	No
Electronic equipment permitted:	No

Sample questions

A sample exam is available through your Accredited Training Provider.

Exam requirements

1. Planning the IT Service Management System	20%
2. Managing the IT Service Management System	35%
3. Measuring, Monitoring and Reporting on the IT Service Management System	25%
4. Improving IT Service Management processes	20%

Specification of the exam requirements**1. Planning the IT Service Management System**

- 1.1 Plan the Management System
- 1.2 Plan service provision

2. Managing the IT Service Management System

- 2.1 Ensure effective communication
- 2.2 Ensure staff competencies
- 2.3 Implement and operate

3. Measuring, Monitoring and Reporting on the IT Service Management System

- 3.1 Report on continual service improvement
- 3.2 Report on the IT Service Management processes
- 3.3 Report on service performance

4. Improving IT Service Management processes

- 4.1 Analyze process efficiency and compliance
- 4.2 Define improvements for the provisioning processes

List of basic concepts

This chapter contains the terms with which candidates should be familiar. Terms are listed in alphabetical order. For concepts whose abbreviation and full name are included in the list, both can be examined separately.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand and be able to apply the theory.

Accountability	Call
Accounting	Call center
Act	Call type
Activities	Capacity plan
Alignment	Capital expenditure
Alignment of agreements	Catalogue
Annual service report	Certification audit
Annual Trend	Certification scheme
Architecture	Change management
Assessment	Change request
Assessment of improvement	Change schedule
Audit	Check
Audit procedures	Classification
Audit readiness	Classified
Audit report	Coaching
Auditability	Communicating policies
Auditing	Communication
Authority	Communication method
Authorization	Communication plan
Authorizing	Company financial management policy
Availability	Competence
Balanced scorecard	Competencies
Baseline	Competency matching
Benchmark	Complaints
Budget	Compliance
Budgeting	Compliance report
Budgeting & Accounting policy	Compliments
Business	Configuration item (CI)
Business benefit	Configuration management database (CMDB)
Business impact	Configuration verification
Business need	Conflict of priorities
Business plan(s)	Conformance
Business priority	Consolidating roles
Business relationship management process	Consolidation
Business relationship manager	Contact list
Business requirements	Continual improvement

Continual professional development (CPD)	Evidence
Continual professional development plan (CPD Plan)	Exception report
Continual service improvement	Expanded incident lifecycle
Continual service improvement log	Experience
Continual service improvement plan	Face to face
Continual service improvement process	Feedback
Contract dispute	Filter information
Contract manager	Finance analyst
Contract termination (early)	Finance manager
Contract termination (expected end of contract)	Finance models
Contractual dispute	Financial asset accounting
Controlled acceptance test	Firewall
Correct categorization	First-line support
Corrective action	Fit for purpose
Cost	Fit for purpose reporting
Costs	Forecast
CRAMM	Framework
Critical success factors (CSFs)	Function
Currency of information	Functional configuration audit
Customer	Help desk
Customer aligned	Holistic view
Customer dissatisfaction	Identifiable components
Customer satisfaction	Identification
Customer satisfaction Survey	Identity
Customers	Impact
Deficiencies	Impact analysis
Defined objectives	Impact assessment
Definitive software library (DSL)	Implementation
Degree of control	Improvement action log
Deming cycle (PDCA)	Incentives
Dependency	Incident closure
Detection	Incident manager
Deviation from plan	Incident matching
Diagnosis	Information flow
Diagnostic scripts	Integrated approach
Do	Integration
Document management system	Interfaces
Document(s)	Internal department
Effective communication	Ishikawa diagrams
Effectiveness	ISO/IEC 20000 compliance
Efficiency	Issues
Emergency change	ITSM plan non-compliance
Emergency release	ITSM plans
Empowerment	ITSM policies
End users	ITSM team satisfaction
Environment	Kepner & Tregoe analysis
Escalation	Key performance indicators (KPIs)
Escalation thresholds	Key stakeholders
Event	Knowledge base
Event management	Known error

Known error database (KEDB)	Prioritize activities
Lead supplier	Pro-active problem management
Live environment	Probability
Major assets	Problem
Major incident	Problem closure
Major incident manager	Problem manager
Major problem	Procedures
Major problem review	Process design
Management control	Process effectiveness
Management system	Process efficiency
Master copy	Process importance
Maturity	Process improvement
Mean time between failures (MTBF)	Process integration
Mean time between service incidents (MTBSI)	Process manager
Mean time to repair (MTTR)	Process maturity
Mean time to restore service (MTRS)	Process owner
Measure	Process penetration
Media (any type)	Processes
Meetings	Quality
Mentoring	Quality of information
Metrics	Quarterly service report
Mitigation	Quarterly trend
Monitor	RACI (Responsible, Accountable, Consulted, Informed)
Monthly service report	Re-active problem management
Negotiation	Record(s)
Non-compliance	Recover
Non-conformance	Recruitment
Non-conformities	Relationships
Objective assessment	Release date
Operational expenditure	Release distribution
Operational level agreements (OLAs)	Release packaging
Opportunities for improvement	Release plan
Organization	Release scheduling
Organization chart	Release sign off
Organization structure	Remote communication
Outsourcing	Repair
Owner	Reporting tools
Ownership	Reports
Pain threshold analysis	Request for change (RFC)
Pareto analysis	Request fulfillment
Peak	Restore
Performance review	Reversed change
Physical configuration audit	Review
Plan	Review plan
Policies	Review session
Policy	Risk assessment
Post-implementation review (PIR)	Risk management
Presentation	Risk of failure
Previous/existing process issues	Risks
Prioritization	

Role allocation
 Role definition
 Role guides
 Role integration
 Root cause analysis
 Scheduled implementation
 Scope
 Scripts
 Second line support
 Security breach
 Senior responsible owner
 Service
 Service acceptance criteria
 Service availability
 Service capabilities
 Service catalogue
 Service commitments
 Service continuity plan
 Service credits
 Service criticality
 Service definition(s)
 Service delivery
 Service desk
 Service hours
 Service improvement
 Service level
 Service level agreements (SLAs)
 Service level alignment
 Service level management process
 Service level manager
 Service level monitoring tools
 Service level requirements
 Service level thresholds
 Service management
 Service management plan
 Service penalties
 Service performance
 Service provider
 Service provider impact
 Service quality
 Service report catalogue
 Service reporting analyst
 Service reporting manager
 Service reporting process
 Service reporting tools
 Service reports
 Service request
 Single point of contact
 Skills
 Source of information
 Staff capability
 Staff competency
 Staff recruitment
 Staff resources
 Stakeholder analysis
 Stakeholder matrix
 Stakeholder(s)
 Standard change
 Status of incident resolution
 Status of problem resolution
 Sub-contracted supplier
 Sub-contractor
 Subjective assessment
 Success criteria
 Supplier
 Supplier impact
 Supplier management process
 Supplier manager
 Supplier(s)
 Support hours
 Surveillance audit
 Target
 Target audience
 Targets
 Tasks
 Teamwork
 Technical strategy
 Technical support groups
 Third line support
 Timeliness of information
 Tolerance
 Tools
 Touch points
 Training
 Trends
 Trough
 Underpinning contracts (UCs)
 Urgency
 Use of the CMDB
 Use of the KEDB
 Use of the knowledge base
 User
 Version control
 Workaround
 Workload management

Literature

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