

## Exam requirements

### **Professional Certificate Control of IT Services according to ISO/IEC 20000**

<b>Publication date</b>	1-9-2008								
<b>Start date</b>	1-9-2008								
<b>Target group</b>	The target group for this qualification includes those personnel who are involved in a practical way in process improvement activities, people development, management of IT Service Management functions, management system improvements generally and/or managing one or more processes within the Control environment of IT Service Management.								
<b>Prerequisites</b>	Before taking the Professional Certificate Control of IT Services according to ISO/IEC 20000 examination candidates must have undertaken training with an EXIN Accredited Training Provider and successfully completed the practical assignments. Candidates must hold the Foundation Certificate in IT Service Management according to ISO/IEC 20000 or an equivalent.								
<b>Exam requirements</b>	<table><tr><td>1. Plan the processes for the Control of IT Services</td><td>20%</td></tr><tr><td>2. Implement and manage the Control of IT Services</td><td>40%</td></tr><tr><td>3. Measure, monitor and report on the Control of IT Services</td><td>20%</td></tr><tr><td>4. Improve the Control of IT Services processes</td><td>20%</td></tr></table>	1. Plan the processes for the Control of IT Services	20%	2. Implement and manage the Control of IT Services	40%	3. Measure, monitor and report on the Control of IT Services	20%	4. Improve the Control of IT Services processes	20%
1. Plan the processes for the Control of IT Services	20%								
2. Implement and manage the Control of IT Services	40%								
3. Measure, monitor and report on the Control of IT Services	20%								
4. Improve the Control of IT Services processes	20%								
<b>Exam session</b>	Referral to literature and notes is <b>not</b> permitted.								

## Specification of the exam requirements

<b>1. Plan the processes for the Control of IT Services</b>	<ul style="list-style-type: none"><li>1.1 Planning the activities of the Control of IT Services processes</li><li>1.2 Planning policies, procedures, roles and tools</li><li>1.3 Planning interfaces with other processes</li><li>1.4 Planning for reporting and review</li></ul>
<b>2. Implement and manage the Control of IT Services</b>	<ul style="list-style-type: none"><li>2.1 Managing the implementation of the Control of IT Services processes</li><li>2.2 Applying policies, procedures, methods and techniques</li><li>2.3 Organizing and directing the Control of IT Services teams</li></ul>
<b>3. Measure, monitor and report on the Control of IT Services</b>	<ul style="list-style-type: none"><li>3.1 Reviewing the Control of IT Services processes</li><li>3.2 Reporting on the effectiveness and efficiency of the Control of IT Services processes</li></ul>

**4. Improve the Control of IT Services processes**      4.1 Defining and prioritizing improvements for the Control of IT Services processes

Basic concepts

**List of basic concepts**

This chapter contains the terms with which candidates should be familiar. Terms are listed in order of exam requirement. To avoid repetition, terms have usually been listed under the first examination specification where they are used. Note that questions based on one of the examination requirements may also use terms listed under the heading for other requirements.

- 1      Plan the processes for the Control of IT Services
- 1.1    Planning the activities of the Control of IT Services processes
  - Baseline
  - Business benefit
  - Business need
  - Configuration verification
  - Controlled acceptance test
  - Definitive Software Library (DSL)
  - Emergency Change
  - Financial asset accounting
  - Policy
  - Post-Implementation Review (PIR)
  - Release packaging
  - Service acceptance criteria
  - Service management plan
  - Service quality
- 1.2    Planning policies, procedures, roles and tools
  - Accountability
  - Authorization
  - Defined objectives
  - Implementation
  - Integrated approach
  - Procedure
  - Process
  - Record
  - Recruitment
  - Scope
  - Staff recruitment
  - Risk assessment
- 1.3    Planning interfaces with other processes
  - Relationships
  - Service commitments
  - Service management
  - Integration

- Service Performance
- Teamwork
- Touchpoints
- 1.4 Planning for reporting and review
  - Critical Success Factor (CSF)
  - Key Performance Indicator (KPI)
  - Process Importance
  - Review Plan
  - Source of Information
  - Service criticality
  - Service delivery
  - Target Audience
  - Target
  - Trend
- 2 Implement and manage the Control of IT Services
  - 2.1 Managing the implementation of the Control of IT Services processes
    - Classified
    - Configuration Management Database (CMDB)
    - Configuration Item (CI)
    - Emergency release
    - Environment
    - Firewall
    - Functional configuration audit
    - Identifiable components
    - Known Error
    - Risk of failure
    - Release date
    - Release distribution
    - Release plan
    - Release scheduling
    - Release sign off
    - Request for Change (RFC)
    - Reversed change
    - Scheduled implementation
    - Staff resources
    - Sub-contractor
  - 2.2 Applying policies, procedures, methods and techniques
    - Degree of control
    - Framework
    - Impact
    - Live environment
    - Major assets
    - Master copy
  - 2.3 Organizing and directing the Control of IT Services teams
    - Authority
    - Competency Matching

Consolidating Roles  
Experience  
RACI (Responsible, Accountable, Consulted, Informed)  
Role Allocation

- 3 Measure, monitor and report on the Control of IT Services
  - 3.1 Reviewing the Control of IT Services processes
    - Audit procedures
    - Auditability
    - Corrective action
    - Deficiencies
    - Non-conformities
    - Physical configuration audit
  - 3.2 Reporting on the effectiveness and efficiency of the Control of IT Services processes
    - Annual Trend
    - ISO/IEC 20000 Compliance
    - Process Effectiveness
    - Process Efficiency
    - Process Maturity
- 4 Improve the Control of IT Services processes
  - 4.1 Defining and prioritizing improvements for the Control of IT Services processes
    - Assessment of improvement
    - Audit
    - Complaints
    - Continual service improvement
    - Continual service improvement log
    - Corrective action
    - Customer dissatisfaction
    - Customer satisfaction
    - Service improvement

## Literature

- |                   |          |   |
|-------------------|----------|---|
| <b>Literature</b> | <b>A</b> | ISO/IEC<br><b>ISO/IEC 20000-1:2005(E) Part 1: Specification</b><br>Switzerland, ISO, 2005<br>ISO/IEC 20000-1:2005(E)                    |
|                   | <b>B</b> | ISO/IEC<br><b>ISO/IEC 20000-2:2005(E) Part 2: Code of Practice</b><br>Switzerland, ISO, 2005<br>ISO/IEC 20000-2:2005(E)                 |
|                   | <b>C</b> | Dr Jenny Dugmore and Shirley Lacy<br><b>Integrated Service Management (BIP 0038)</b><br>United Kingdom, BSi, 2006<br>ISBN 0-580-44642-5 |

- D** Dr Jenny Dugmore and Shirley Lacy  
**Enabling Change (BIP 0035)**  
United Kingdom, BSi, 2006  
ISBN 0-580-44639-5
- E** Leo van Selm  
**ISO / IEC 20000 An Introduction**  
The Netherlands, Van Haren Publishing, 2008  
ISBN: 9 789 08753 0815

This book can replace **A** and **B** because it encompasses the text of the standard.

ITIL® is a Registered Community Trade Mark of OGC (Office of Government Commerce, London, UK), and is Registered in the U.S. Patent and Trademark Office.

CobiT™ is a registered trademark of the Information Systems Audit and Control Association (ISACA)/IT Governance Institute (ITGI).

CMMI® is a registered trademark of Carnegie Mellon University.

Six Sigma® is a registered trademark and service mark of Motorola, Inc.