



## Exam requirements

### Professional: Delivery of IT Services according to ISO/IEC 20000 (IS20PD.EN)

**Publication date** 01.12.2009

**Start date** 01-06-2008

**Summary** The examination Professional Certificate Delivery of IT Services according to ISO/IEC 20000 is designed to provide practical knowledge of how documents and records should be applied and analyzed. For example, how a Capacity Plan can be used to align to customer requirements and how Security Policies should be applied.

**Target group** 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 delivery environment of IT Service Management.

**Context** The Professional Certificate Delivery of IT Services according to ISO/IEC 20000 is part of the ISO/IEC 20000 Qualification Scheme, which covers a series of exams that are aligned with the various roles in IT Service Management.

**Prerequisites** Before taking the Professional Certificate Delivery 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.

**Practical assignment** The candidate should successfully have completed the practical assignments.

<b>Examination details</b>	Examination type:	Computer-based or paper-based multiple-choice
	Time allotted for examination:	90 minutes
	Number of multiple-choice questions:	40
	Pass mark:	65 % (26 out of 40)
	Open book:	no

<b>Sample questions</b>	Electronic equipment permitted: no A sample exam is available through your Accredited Training Provider.								
<b>Exam requirements</b>	<table> <tr> <td>1. Plan the processes for the Delivery of IT Services</td> <td>20%</td> </tr> <tr> <td>2. Implement and manage the Delivery of IT Services</td> <td>40%</td> </tr> <tr> <td>3. Measure, monitor and report on the Delivery of IT Services</td> <td>20%</td> </tr> <tr> <td>4. Improve the Delivery of IT Services processes</td> <td>20%</td> </tr> </table>	1. Plan the processes for the Delivery of IT Services	20%	2. Implement and manage the Delivery of IT Services	40%	3. Measure, monitor and report on the Delivery of IT Services	20%	4. Improve the Delivery of IT Services processes	20%
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4. Improve the Delivery of IT Services processes	20%								

### Specification of the exam requirements

<b>1. Plan the processes for the Delivery of IT Services</b>	<ul style="list-style-type: none"> <li>1.1 Planning the activities of the delivery 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 Delivery of IT Services</b>	<ul style="list-style-type: none"> <li>2.1 Managing the implementation of the delivery processes</li> <li>2.2 Applying policies, procedures, methods and techniques</li> <li>2.3 Organizing and directing the delivery teams</li> </ul>
<b>3. Measure, monitor and report on the Delivery of IT Services</b>	<ul style="list-style-type: none"> <li>3.1 Reviewing the delivery processes</li> <li>3.2 Reporting on the effectiveness and efficiency of the delivery processes</li> </ul>
<b>4. Improve the Delivery of IT Services processes</b>	<ul style="list-style-type: none"> <li>4.1 Defining and prioritizing improvements for the delivery processes</li> </ul>
<b>Exam session</b>	Referral to literature and notes is <b>not</b> permitted.

### 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 Delivery of IT Services
  - 1.1 Planning the activities of the delivery processes
    - Assessment
    - Auditing
    - Availability
    - Business plans
    - Capacity plan
    - CMDB
    - Competence

- Contact list
  - Continual improvement
  - Document
  - PDCA cycle
  - Record
  - Risk assessment
  - Service continuity plan
  - Service desk
  - Service level agreement (SLA)
  - Service management
  - Service provider
- 1.2 Planning policies, procedures, roles and tools
    - Authorizing
    - Policies
    - Process owner
    - Processes
    - Procedures
    - Senior responsible owner
    - Stakeholders
- 1.3 Planning interfaces with other processes
    - Relationships
    - Service commitments
    - Service management
    - Integration
    - Service Performance
    - Teamwork
    - Touch points
- 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 Delivery of IT Services
    - 2.1 Managing the implementation of the delivery processes
    - 2.2 Applying policies, procedures, methods and techniques
      - Communicating policies
      - Document management system
    - 2.3 Organizing and directing the delivery teams

- Authority
- Competency Matching
- Consolidating Roles
- Experience
- RACI (Responsible, Accountable, Consulted, Informed)
- Role Allocation
  
- 3 Measure, monitor and report on the Delivery of IT Services
  - 3.1 Reviewing the delivery processes
    - Audit procedures
    - Auditability
    - Corrective action
    - Deficiencies
    - Non-conformities
    - Opportunities for improvement
  
  - 3.2 Reporting on the effectiveness and efficiency of the delivery processes
    - Annual Trend
    - ISO/IEC 20000 Compliance
    - Process Effectiveness
    - Process Efficiency
    - Process Maturity
  
- 4 Improve the Delivery of IT Services processes
  - 4.1 Defining and prioritizing improvements for the delivery processes
    - Assessment of improvement
    - Audit
    - Benchmark
    - Complaints
    - Continual service improvement
    - Continual service improvement log
    - Corrective action
    - Customer dissatisfaction
    - Customer satisfaction
    - Review session
    - Service improvement

## Literature

- A.** ISO/IEC  
**ISO/IEC 20000-1:2005(E) Part 1: Specification**  
Switzerland, ISO, 2005  
ISO/IEC 20000-1:2005(E)
- B.** ISO/IEC  
**ISO/IEC 20000-2:2005(E) Part 2: Code of Practice**  
Switzerland, ISO, 2005  
ISO/IEC 20000-2:2005(E)
- C.** Dr Jenny Dugmore and Shirley Lacy  
**Capacity Management (BIP 0037)**  
United Kingdom, BSi, 2006  
ISBN 9 780 58044 6412
- D.** Dr Jenny Dugmore and Shirley Lacy  
**Keeping the service going (BIP 0036)**  
United Kingdom, BSi, 2006  
ISBN 9 780 58047 4605
- E.** Dr Jenny Dugmore and Shirley Lacy  
**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.

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