



Exam requirements

Professional: Management and Improvement of IT Service Management processes according to ISO/IEC 20000 (IS20PMI.EN)

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Summary The examination Professional Certificate Management and Improvement of IT Service Management processes according to ISO/IEC 20000 is designed to provide practical knowledge of how documents and records should be applied and analyzed. For example, how an IT Service Management policy can be applied within the IT Service Management function and how IT Service Management process performance information can be analyzed to bring further benefit.

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 IT Service Management performance/balanced scorecard analysis.

Context The Professional Certificate Management and Improvement of IT Service Management processes 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 Management and Improvement of IT Service Management processes 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.

Examination details Examination type: Computer-based or paper-based multiple-choice

Time allotted for examination:	90 minutes
Number of questions:	40
Pass mark:	65 % (26 out of 40)
Open book:	no
Electronic equipment permitted:	no

Sample questions A sample exam is available through your Accredited Training Provider.

Exam requirements	1. Align IT Service Management to changes in the business	20%
	2. Maintain the management system	25%
	3. Apply the continual service improvement lifecycle	30%
	4. Analyze compliance and efficiency	25%

Specification of the exam requirements

1. Align IT Service Management to changes in the business	1.1 Adapt the management system to support the business
	1.2 Identify and manage risks
2. Maintain the management system	2.1 Outline the importance of effective communication
	2.2 Outline the importance of people in IT Service Management
	2.3 Apply documentation requirements
3. Apply the continual service improvement lifecycle	3.1 Apply process theory and the PDCA cycle
	3.2 Apply continual service improvement
4. Analyze compliance and efficiency	4.1 Analyze process efficiency and compliance to standards
	4.2 Analyze the implication of management control on the supplier chain
	4.3 Prepare for certification

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 Align IT Service Management to changes in the business
- 1.1 Adapt the management system to support the business
 - Balanced scorecard
 - Critical success factors
 - Customer
 - Effectiveness
 - Efficiency
 - Fit for purpose
 - Framework
 - Key performance indicators
 - Management system
 - Maturity
 - Metrics
 - Organization chart
 - Policies
 - Processes
 - Service
 - Service level requirements
 - Service provider
 - Supplier
 - Targets
 - User
- 1.2 Identify and manage risks
 - Cost
 - CRAMM
 - Identification
 - Impact
 - Issues
 - Mitigation
 - Owner
 - Probability
 - Review
 - Risks
- 2 Maintain the management system
- 2.1 Outline the importance of effective communication
 - Communication plan
 - Continual service improvement
 - Feedback
 - Meetings
 - Negotiation
 - Non-conformance

- Presentation
- 2.2 Outline the importance of people in IT Service Management
 - Coaching
 - Competencies
 - Continual Professional Development (CPD)
 - Continual Professional Development Plan (CPD Plan)
 - Experience
 - Function
 - Incentives
 - Mentoring
 - Organization
 - Performance review
 - Role guides
 - Role integration
 - Skills
 - Staff capability
 - Staff competency
 - Training
- 2.3 Apply documentation requirements
 - Change management
 - Document
 - Document Management System
 - Media (any type)
 - Record
 - Version control
- 3 Apply the continual service improvement lifecycle
 - 3.1 Apply process theory and the PDCA cycle
 - Communication
 - Continual service improvement plan
 - Continual service improvement process
 - Deming cycle (PDCA)
 - Report
 - Success criteria
 - 3.2 Apply continual service improvement
 - Act
 - Authority
 - Check
 - Deming cycle
 - Do
 - Forecast
 - Measure
 - Monitor
 - Plan
 - Process improvement
 - Reports
 - Trends

- 4 Analyze compliance and efficiency
- 4.1 Analyze process efficiency and compliance to standards
 - Compliance
 - Conformance
 - Interfaces
 - ITSM plan non-compliance
 - Quality
 - Service management plan
- 4.2 Analyze the implication of management control on the supplier chain
 - Business impact
 - Impact analysis
 - ITSM plans
 - ITSM policies
 - Management control
 - Process integration
 - Service provider impact
 - Success criteria
 - Supplier impact
 - Touchpoints
- 4.3 Prepare for certification
 - Audit readiness
 - Audit report
 - Certification audit
 - Certification scheme
 - Evidence
 - Surveillance audit

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
Integrated Service Management (BIP 0038)
United Kingdom, BSi, 2006
ISBN 9 780 58044 6429

- D.** Dr Jenny Dugmore and Shirley Lacy
Making Metrics Work (BIP 0032)
United Kingdom, BSi, 2006
ISBN 9 780 58047 4606
- E.** Dr Jenny Dugmore and Shirley Lacy
Why People Matter (BIP 0031)
United Kingdom, BSi, 2006
ISBN 9 780 58047 4590
- F.** Dr Jenny Dugmore and Shirley Lacy
Management decisions and documentation (BIP 0030)
United Kingdom, BSi, 2006
ISBN 9 780 58047 4583
- G.** Dr Jenny Dugmore and Shirley Lacy
Managing end-to-end service (BIP 0033)
United Kingdom, BSi, 2006
ISBN 9 780 58047 4613
- H.** 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.

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