

Exam requirements

IT Service Management Service Support (based on ITIL®) (ITSS.EN)

Publication date 01-12-2009

Start date 01-07-2001

Summary The two modules which lead to the Manager's Certificate in IT Service Management (based on ITIL®) provide the essential elements required to qualify as a professional who specializes in implementing IT Service Management processes. The module IT Service Management Service Support (based on ITIL®) covers the processes of Incident Management, Problem Management, Configuration Management, Change Management, Release Management and the function Service Desk. The module IT Service Management Service Delivery (based on ITIL®) covers the following processes: Service Level Management, Availability Management, Capacity Management and Financial Management for IT Services and IT Service Continuity Management.

Target group The Manager's Certificate in IT Service Management (based on ITIL®) is aimed at managers and consultants in IT Service Management, especially those who are involved in implementing IT Service Management processes or advising on IT Service Management processes.

Context The Manager's Certificate in IT Service Management (based on ITIL®) is part of the ITIL® certification structure.

Prerequisites

- Training with an EXIN-accredited training provider;
- Foundation Certificate in IT Service Management (based on ITIL®);
- Higher educational level or level obtained through practical experience or self-study;
- Good spoken and written language skills;
- Speaking skills, presentation skills, empathy, meeting skills, teamwork skills;
- At least two years professional experience as manager or consultant in the field of IT Management.

Practical assignment Not applicable.

Examination details

Examination type:	Written or computer supported open questions, based on a case study.
-------------------	--

Time allotted for examination:	180 minutes
--------------------------------	-------------

Number of multiple-choice	5
---------------------------	---

questions:
Pass mark: 50% (50 points out of 100)

Open book: no
Electronic equipment permitted: no

Sample questions

A sample exam is available through your Accredited Training Provider.

Exam requirements

1. Analyzing IT Service Management processes within an organization
2. Designing organizational structure
3. Describing the IT Service Management processes
4. Assessing and auditing IT Service Management processes
5. Implementing change processes
6. Reporting skills
7. Management skills

Specification of the exam requirements

1. Analyzing IT Service Management processes within an organization

The candidate is able to analyze the IT Service Management processes within an organization.

The candidate is able to describe the following for any given organization:

- which processes are planned at which location
- which data is exchanged between the IT Service Management processes

which data can be delivered from the IT Service Management processes to general management

2. Designing organizational structure

The candidate is able to design an organizational structure to support the management and use of IT Service Management processes.

The candidate is able to:

- derive and formulate criteria from the company and organization objectives from which he or she can determine the management and use of the IT infrastructure
- describe the reasoning behind the structure of the ITIL® Service Management processes while, at the same time,

taking account of the following:

- the extent and complexity of the IT organization;
- the extent and complexity of the IT infrastructure;
- the management structure;
- the corporate culture;
- job-related division of responsibilities.

3. Describing the IT Service Management processes

The candidate is able to describe the IT Service Management processes, how they interrelate and how they should be applied. The candidate is able to describe the following for any given IT Service organization:

- the procedures and work instructions relating to the given IT Service organization
- the processes and task descriptions relating to the remuneration structure, the level of training and the management structure of the given IT Service organization
- the criteria for personnel recruitment, selection, placement, reappointment and redundancy
- which criteria are used for the selection or development of IT support tools
- proposals for informing, training and educating employees

4. Assessing and auditing IT Service Management processes

The candidate possesses the skills to audit and assess the operation of the IT Service Management processes in any given organization.

For any given situation the candidate is able to:

- determine whether the IT Service Management processes are being implemented
- determine whether the organizational structure meets the requirements related to the IT Service Management processes
- check whether the minimum requirements regarding the procedures to be followed exist and whether they are met
- formulate specific recommendations for improving procedures and their operation

verify whether the procedures are actually observed

5. Implementing change processes

The candidate possesses the skills to make recommendations regarding the Improvement or enhancement of IT Service Management processes.

The candidate is able to:

- formulate an initial plan for a change process
- describe a project organization
- formulate project assignments and work instructions for the change process
- give advice on the communications pertaining to the

change process

- explain who will evaluate the progress of the change process, or its component parts, and how this evaluation is to take place
- describe a change process for either the structuring of a new or the restructuring of an existing organization for the management and use of the IT infrastructure
- contribute to the achievement of a change process by:
 - explaining the terminology to be used to the management as well as employees;
 - supervising the implementation of procedures and work instructions in the organization;
 - explaining the methodology involved in a successful change process.

6. Reporting skills

The candidate possesses the effective written communications skills required to be ITIL® Service Manager or consultant.

The candidate is able to produce the following documents:

- an initial plan;
- a report;
- a work instruction;
- a procedure.

The formulation and structure of these documents should be such that they are acceptable to the target group. Within this context, if required, the following criteria are observed:

- legibility of the document;
- spelling and grammar;
- structure;
- reasoning;
- relevance;
- style;
- layout;
- context.

7. Management skills

The candidate possesses the management skills that are necessary to function as a Project Leader or Manager in an IT management organization.

The candidate possesses the following core competencies that are important for an IT Service Manager:

- problem analysis;
- problem-solving;
- creativity;
- interpersonal sensitivity;
- personal manner;
- leadership;
- delegating management control;
- planning/organizing;
- initiative;

- perseverance;
- persistence;
- decisiveness
- communication skills;
- interactive skills.

Literature

A Service Support

OGC

Service Support

Norwich: The Stationery Office, 2000

ISBN 0 11 330015 8

B Service Delivery

OGC

Service Delivery

Norwich: The Stationery Office, 2001

ISBN 0 11 330017 4

Copyright © 2009 EXIN

All rights reserved. No part of this publication may be published, reproduced, copied or stored in a data processing system or circulated in any form by print, photo print, microfilm or any other means without written permission by EXIN.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.