

Exam requirements

Professional Certificate Support of IT Services according to ISO/IEC 20000

Publication date	1-7-2008								
Start date	1-7-2008								
Target group	The target group for this qualification includes those personnel who are involved in a practical way in restoring agreed service levels to the customer as soon as possible, responding to service requests (password resets, equipment moves), minimizing disruption to the customer by identification and analysis of the cause of incidents, managing Incidents and Problems to closure, incident registration, classification, escalation, resolution and closure, maintaining Knowledge Repositories, Proactive Problem Management including Incident Trend analysis, reporting on Incidents and Problems and keeping End Users informed and recommend improvements to eliminate causes of Incidents.								
Prerequisites	Before taking the Professional Certificate Support 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.								
Exam requirements	<table><tr><td>1. Plan the processes for the Support of IT Services</td><td>20%</td></tr><tr><td>2. Implement and manage the Support of IT Services</td><td>40%</td></tr><tr><td>3. Measure, monitor and report on the Support of IT Services</td><td>20%</td></tr><tr><td>4. Improve the Support of IT Services processes</td><td>20%</td></tr></table>	1. Plan the processes for the Support of IT Services	20%	2. Implement and manage the Support of IT Services	40%	3. Measure, monitor and report on the Support of IT Services	20%	4. Improve the Support of IT Services processes	20%
1. Plan the processes for the Support of IT Services	20%								
2. Implement and manage the Support of IT Services	40%								
3. Measure, monitor and report on the Support of IT Services	20%								
4. Improve the Support of IT Services processes	20%								
Exam session	Referral to literature and notes is not permitted.								

Specification of the exam requirements

1. Plan the processes for the Support of IT Services	<ul style="list-style-type: none">1.1 Planning the activities of the resolution processes1.2 Planning policies, procedures, roles and tools1.3 Planning interfaces with other processes1.4 Planning for reporting and review
2. Implement and manage the Support of IT Services	<ul style="list-style-type: none">2.1 Managing the implementation of the resolution processes2.2 Applying policies, procedures, methods and techniques2.3 Organizing and directing the resolution teams

3. Measure, monitor and report on the Support of IT Services	3.1 Reviewing the resolution processes 3.2 Reporting on the effectiveness and efficiency of the resolution processes
4. Improve the Support of IT Services processes	4.1 Defining and prioritizing improvements for the resolution 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 Support of IT Services
- 1.1 Planning the activities of the resolution processes
 - Activities
 - Call
 - Call Centre
 - Call Type
 - Change Request
 - Change Schedule
 - Classification
 - Configuration Management DataBase (CMDB)
 - Customer
 - Detection
 - Diagnosis
 - Empowerment
 - Event
 - Event Management
 - Exception Report
 - Expanded Incident Lifecycle
 - First-line Support
 - Help Desk
 - Identity
 - Impact
 - Incident matching
 - Key Stakeholders
 - Known Error
 - Known Error DataBase (KEDB)
 - Major incident
 - Major problem review
 - Outsourcing
 - Ownership
 - Pro-active problem management

- Problem
- Process Design
- Process Integration
- Process Manager
- Process Owner
- Re-active problem management
- Recover
- Repair
- Request Fulfillment
- Restore
- Scripts
- Second Line Support
- Service
- Service Desk
- Service Level
- Service Request
- Single Point of Contact
- Standard Change
- Supplier
- Support Hours
- Tasks
- Third Line Support
- 1.2 Planning policies, procedures, roles and tools
 - Classification
 - Competencies
 - Escalation
 - Escalation Thresholds
 - Impact
 - Knowledge Base
 - Organization structure
 - Prioritization
 - Role definition
 - Security breach
 - Service Level Thresholds
 - Urgency
- 1.3 Planning interfaces with other processes
 - Dependency
 - Feedback
 - Information flow
 - Integration
 - Quality of information
 - Timeliness of information
 - Use of the CMDB
 - Use of the KEDB
 - Use of the Knowledge Base
- 1.4 Planning for reporting and review
- 2 Implement and manage Support of IT Services
 - 2.1 Managing the implementation of the resolution processes
 - Business priority

- Conflict of priorities
- Correct Categorization
- Customers
- End Users
- Incident Closure
- Incident Manager
- Major Incident
- Major Problem
- Prioritize activities
- Problem Closure
- Problem Manager
- Status of incident resolution
- Status of problem resolution
- Suppliers
- Technical Support Groups
- Workaround
- 2.2 Applying policies, procedures, methods and techniques
 - CMDB
 - Ishikawa Diagrams
 - KEDB
 - Kepner & Tregoe Analysis
 - Knowledge Base
 - Major Incident Manager
 - Major Problem Review
 - Pain Threshold Analysis
 - Pareto Analysis
 - Root Cause Analysis
- 2.3 Organizing and directing the resolution teams
 - Diagnostic Scripts
 - Escalation Thresholds
 - Peak
 - Service Level Thresholds
 - Trough
 - Workload Management
- 3 Measure, monitor and report on the Support of IT Services
 - 3.1 Reviewing the resolution processes
 - Audit
 - Catalogue
 - Communication
 - Compliance
 - Deming Cycle
 - Evidence
 - Improvement action log
 - Non-compliance
 - 3.2 Reporting on the effectiveness and efficiency of the resolution processes
 - Audit Report
 - Compliance Report
 - Critical Success Factors (CSFs)
 - Customer Satisfaction

- Effectiveness
 - Efficiency
 - ITSM Team Satisfaction
 - Key Performance Indicators (KPIs)
 - Targets
 - Trends
- 4 Improve the Support of IT Services processes
 - 4.1 Defining and prioritizing improvements for the resolution processes
 - Business benefit
 - Mean Time Between Failures (MTBF)
 - Mean Time Between Service Incidents (MTBSI)
 - Mean Time To Repair (MTTR)
 - Mean Time to Restore Service (MTRS)
 - Prioritization

Literature

- | | | |
|-------------------|----------|---|
| 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
Keeping the service going (BIP 0036)
England, BSi, 2006
ISBN 0 580 44640 9 |
| | D | 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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