ISEB Foundation Certificate in ISO/IEC 20000: IT Service Management Syllabus

Version 2.0

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ISETB Foundation Certificate in ISO/IEC 20000: IT Service Management Syllabus

This qualification covers the knowledge required to gain an understanding of the content and requirements of the international standard, ISO/IEC 20000: IT Service Management. It covers the certification requirements of ISO/IEC 20000-1:2005 and how the guidance in ISO/IEC 20000-2:2005 can be adopted by an organisation to deliver effective managed services and continually improve those services.

The qualification is aimed at staff in internal and external service provider organisations who require knowledge and understanding of the ISO/IEC 20000 standard and its content. It will provide:

- Service owners, process owners and other service management staff with an awareness of and familiarity with the ISO/IEC 20000 standard
- Individuals with the necessary knowledge to assess the relevance and importance of the ISO/IEC 20000 standard to the service management activities within their own organisation
- Managers and team leaders with a knowledge of a typical ISO/IEC 20000 IT service management system
- Internal auditors, process owners, process reviewers and assessors with a good knowledge of the ISO/IEC 20000 standard, its contents and justification of the need for internal reviews, assessments and audits
- Evidence that delegates have achieved a foundation level of knowledge of the ISO/IEC 20000 standard

This qualification does not provide the advanced level of knowledge for external auditors, consultants or those responsible for managing implementation of the standard in a service provider organisation. Auditors, consultants and implementers may want to consider instead the itSMF Consultant or Auditor courses which provide more detail on the use of the standard.

Learning Objectives

Holders of the ISO/IEC 20000 Foundation Certificate will be able to demonstrate their competence in, and their ability to:

- Describe the scope, aims and use of the ISO/IEC 20000 Specification and Code of Practice through an understanding of the roles of the component parts of the standard
- Explain their understanding of the integrated approach to maintaining IT service management systems and processes that conform with ISO/IEC 20000 certification
- Describe the scoping and eligibility requirements and options to achieve certification
- Understand and describe the requirements of the IT service management system and the Plan, Do, Check Act cycle
- Understand and describe the objectives and requirements of each section of the ISO/IEC 20000 -1 Specification
- Recognise and describe the need to
  - Plan and implement IT service management processes
  - Report on the IT services and major metrics of the IT Service Management processes
  - Schedule and conduct regular reviews, assessments and audits
  - Plan and prepare for an ISO/IEC 20000 audit
  - Plan for continual service improvement
- Explain how assessments, reviews and internal audits of IT Service Management systems against the requirements of the standard are used.

**Entry Criteria**

To be entered for the ISO/IEC 20000 examination candidates must demonstrate at least two year's IT service management experience or hold the IT Service Management Foundation certificate.

**The Examination**

The examination is a one hour closed book examination (no materials can be taken into the examination room) and will consist of 40 scenario-based multiple choice questions.

The pass mark is 26/40.

Candidates who have a disability or whose first language is not English will normally be allowed an additional 15 minutes extra time. For information on eligibility criteria, please refer to the Reasonable Adjustments Policy on the ISEB website [Reasonable Adjustments Policy](#).

The Intermediate Certificate examination will be based on the syllabus in this document. Examination questions will be drawn from all topics in the syllabus, and coverage of any given topic can be expected to be in proportion to the amount of time allocated to that topic in the syllabus.

Answers to examination questions may require the use of material based on more than one section of this syllabus as well as any material contained in the Foundation syllabus. All sections of the syllabus are examinable.

**Notice to Training Providers**

Each major subject heading in this syllabus is assigned an allocated time. The purpose of this is two-fold: first, to give both guidance on the relative proportion of time to be allocated to each section of an accredited course and an approximate minimum time for the teaching of each section; second, to guide the proportion of questions in the exam. Course providers may spend more time than is indicated and candidates may spend more time again in reading and research. The total time specified is 18 hours of lecture and practical work. Courses do not have to follow the same order as the syllabus. Courses may be run as a single module or broken down into two or three smaller modules.
The syllabus contains references to established standards. The use of referenced standards in the preparation of training material is mandatory. Each standard used must be the version quoted in the current version of this syllabus.

This syllabus is structured into sections relating to major subject headings and numbered with a single digit section number. Each section is allocated a minimum contact time for presentation. Learning objectives are identified at the beginning of each section. The K level for each learning objective is identified at the lowest level of breakdown in the learning objectives list.

The breakdown of content matches the structure of the learning objectives, so that the material related to a given learning objective appears in a paragraph bearing the same numerical reference as that of the related learning objective. The content associated with each learning objective may include non-examinable explanatory commentary in italics as well as the examinable content associated with the learning objective.

**Change History**

| Version 2.0 | Re-formatted based on new branding guidelines – no change to content. |
## ISEB Foundation Certificate in ISO/IEC 20000: IT Service Management Syllabus

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1. **Understanding ISO/IEC 20000 Scope, Purpose and Use (20%)**

Understand the principles of the ISO/IEC 20000 standard and be able to describe its scope, purpose and use.

On completion of the course the candidate should be able to describe:

- The scope, purpose and use of the ISO/IEC 20000-1 and ISO/IEC 20000-2 documents and the use of “shall” and “should” statements.
- The principles of a service management system including the need for:
  - Basing the overall quality management system on a structured hierarchy of policy, process and procedures
  - Focusing on quality, measurement and improvement driven by business and customer requirements
  - Taking an end to end service approach
  - Management responsibility and control
  - Good customer relationships
  - Demonstrating control of suppliers and outsourcers
  - Recognition of the contribution of staff
- How ISO/IEC 20000 relates to ITIL® and other standards and best practice approaches that are commonly used in an organisation such as ISO 9001, ISO/IEC 27000, and COBIT®.
- Terms and definitions within ISO/IEC 20000-1

2. **Understanding ISO/IEC 20000 Management System Requirements (10%)**

Understand the principles and processes for service management and the requirements of the overall management system.

On completion of the course the candidate should be able to describe the requirements of a management system including:

- The objective and scope of the management system
- The requirements and responsibilities of management
- The documentation requirements including the mandatory documents and records and the role of document and knowledge management in achieving the requirement
- The requirements for staff competence, awareness and training
3. Understanding ISO/IEC 20000 Service Management Process Requirements (40%)

Understand the objectives and requirements of the ISO/IEC 20000 IT service management processes.

On completion of the course the candidate should be able to describe:

- The objectives and requirements for planning and implementing new or changed services (3%)
- The objectives and requirements of the Service Delivery processes (15%):
  - Service Level Management
  - Service Reporting
  - Service Continuity and Availability Management
  - Budgeting and Accounting for IT services
  - Capacity Management
  - Information Security Management
- The objectives and requirements of the Relationship processes (5%)
  - Business Relationship Management
  - Supplier Management
- The objectives and requirements of the Resolution processes (5%)
  - Incident Management
  - Problem Management
- The objectives and requirements of the Control and Release processes (7%)
  - Change Management
  - Configuration Management
  - Release Management

4. Adopting the Plan, Do, Check, Act Cycle to Improve Service (10%)

Understand the approach to planning and implementing IT service management to ensure the required processes are effectively implemented, services are continually improved and the requirements of the ISO/IEC 20000 standard are met.

On completion of the course the candidate should be able to describe the requirements for planning and implementing service management including:

- Applicability, scoping and scope statements
  - Scoping requirements
  - Scope statements for certificates (and how they relate to scoping requirements)
- Scope and objectives of planning and implementing service management
- The plan-do-check-act methodology and its application to service management
- The typical inputs and outputs to be managed
- The requirements for planning service management
- The requirements to implement service management and provide the services
- The requirements for monitoring, measuring, reviewing and auditing
- The requirements for continual improvement
5. Review, Assessment and Audit of ISO/IEC 20000 Activities (20%)

Understand the review, assessment and audit of IT service management activities, including the use of supporting systems, tools and techniques that will enable an organisation to plan and conduct reviews, assessments and internal audits of IT service management systems.

On completion of the course the candidate should be able to describe the following:

- The types of reviews, assessments and audits required by the standard
- The techniques and approaches that can be used for conducting reviews, assessment and audits, such as audit checklists, the use of metrics and the Self Assessment Workbook for IT service management
- How to prepare for:
  - Reviews
  - Assessments
  - Internal audits
- What is involved in an external audit:
  - The steps involved in external certification
  - The benefits of external certification
  - How to prepare for an external audit
  - The certification process to achieve ISO/IEC 20000, including full audits and surveillance audits
  - What to expect in an audit and how to manage audit observations and non-conformances

Format of the Examination

This syllabus has an accompanying examination at which the candidate must achieve to be awarded the ISEB Foundation Certificate in ISO/IEC 20000: IT Service Management Syllabus.

<table>
<thead>
<tr>
<th>Type</th>
<th>40 Question Multiple Choice</th>
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<tbody>
<tr>
<td>Duration</td>
<td>1 Hour</td>
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Pre-Requisite: To be entered for the ISO/IEC 20000 examination candidates must demonstrate at least two year’s IT service management experience or hold the IT Service Management Foundation Certificate.

<table>
<thead>
<tr>
<th>Supervised/Invigilated</th>
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<tbody>
<tr>
<td>Open Book</td>
<td>No</td>
</tr>
<tr>
<td>Pass Mark</td>
<td>26/40</td>
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<tr>
<td>Distinction Mark</td>
<td>N/A</td>
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<tr>
<td>Delivery</td>
<td>Paper based examination only.</td>
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