



## Exam requirements

### Foundation in IT Service Management according to ISO/IEC 20000 (IS20F.EN)

**Publication date** 01-12-2009

**Start date** 01-11-2007

**Summary** The examination ISO/IEC 20000 Foundation is designed to provide knowledge of what an IT service management system is and the minimum requirements that service providers should aspire to within the context of ISO/IEC 20000. Candidates are made aware of the contents of the ISO/IEC 20000 standard, its practice-oriented implementation in the form of a management system, including the relationship with other relevant standards, and the best practices, methods and frameworks associated therewith.

**Target group** The target audience includes employees of both internal and external service providers, who play a role or have an interest in ISO/IEC 20000, even if such an organization is not (yet) certified. The ISO/IEC 20000 Foundation Certificate is particularly aimed at this wider audience. In addition, for customers considering requesting their service providers to become ISO/IEC 20000 certified, they can get an insight into what can be expected of their service providers. The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the ISO/IEC 20000 qualification scheme.

**Context** The ISO/IEC 20000 Foundation Certificate 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** None

**Practical assignment** Not applicable

**Examination details**

Examination type:	Computer-based or paper-based multiple-choice
Time allotted for examination:	60 minutes
Number of multiple-choice questions:	40
Pass mark:	65 % (26 out of 40)
Open book:	no
Electronic equipment permitted:	no

<b>Sample questions</b>	To prepare for your examination, you can download the sample exam on the previous page for free.	
<b>Exam requirements</b>	1. Understanding the definitions and principles of service quality management	15%
	2. Understanding the position of ISO/IEC 20000 in IT Service Management	20%
	3. The quality specifications for IT Service Management	35%
	4. The code of practice for IT Service Management	30%

## Specification of the exam requirements

<b>1. Understanding the definitions and principles of service quality management</b>	1.1	The candidate understands quality
	1.2	The candidates understands service
	1.3	The candidate understands IT Service Management
	1.4	The candidate understands processes
	1.5	The candidate understands continual improvement
<b>2. Understanding the position of ISO/IEC 20000 in IT Service Management</b>	2.1	The candidate understands the landscape of standards and frameworks
	2.2	The candidate understands the concepts of certification practices
	2.3	The candidate understands the concept of ISO/IEC 20000
<b>3. The Quality specifications for IT Service Management</b>	3.1	The candidate understands the quality specifications for Management and Improvement of ITSM Processes
	3.2	The candidate understands the quality specifications for Control of IT Services
	3.3	The candidate understands the quality specifications for Alignment of IT and the Business
	3.4	The candidate understands the quality specifications for Delivery of IT Services
	3.5	The candidate understands the quality specifications for Support of IT Services
<b>4. The code of practice for IT Service Management</b>	4.1	The candidate understands the best practices for Management and Improvement of ITSM Processes
	4.2	The candidate understands the best practices for Control of IT Services
	4.3	The candidate understands the best practices for Alignment of IT and the Business
	4.4	The candidate understands the best practices for Delivery of IT Services
	4.5	The candidate understands the best practices for Support of IT Services

## List of Basic Concepts

This chapter contains the terms with which candidates should be familiar. Terms are listed in order of Exam requirement.

### Justification of choices

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 Understanding the definitions and principles of service quality management
  - 1.1 Understanding quality
    - Competent staff
    - Continual improvement
    - Customer
    - Customer requirements
    - Customer satisfaction (management)
    - Desired results
    - Effectiveness
    - Efficiency
    - Evaluation
    - Financial Performance
    - Fit for Purpose
    - Focus
    - Framework
    - Inputs/ Outputs
    - Integrated processes
    - Interested parties
    - IT Service Management System
    - Measurable
    - Needs And Expectations
    - (Operational) effectiveness
    - Process (approach)
    - Process-Based Quality Management System
    - Product Quality
    - Quality Management System
    - Quality objectives
    - Quality policy
    - Quality toolset
    - Set of activities
  - 1.2 Understanding service
    - Control
    - Critical Success Factor
    - Governance
    - IT Service

- IT Service Management
  - Key Performance Indicator
  - Metrics
  - Procedure
  - Process
  - Quality
  - Service
  - Tools
  - Work Instruction
- 1.3 Understanding IT Service Management
- Control
  - Critical Success Factor
  - Governance
  - IT Service
  - IT Service Management
  - Key Performance Indicator
  - Metrics
  - Procedure
  - Process
  - Quality
  - Service
  - Tools
  - Work Instruction
- 1.4 Understanding processes
- Controls
  - Inputs
  - Key Performance Indicators
  - Outputs
  - Procedure
  - Process
  - Roles
  - Structure
  - Targets
  - Work Instruction
  - Workflow
- 1.5 Understanding continual improvement
- Plan, Do, Check, Act
  - Continual (not continuous)
- 2 Understanding the position of ISO/IEC 20000 in IT Service Management
- 2.1 Understanding the landscapes of standards and frameworks
- CMMI®
  - CobiT™
  - ISO 9000
  - ISO/IEC 20000
  - ISO/IEC 27001
  - ITIL®

- MOF
  - Six Sigma®
  - Inter-relationship
- 2.2 Understanding the concepts of certification practices
- Specification
  - Code of Practice
  - Audit
  - Conformance
  - Recommendations
  - Observations
  - Applicability
  - Certification Scheme
  - Management control
  - Scoping
  - Service provider
  - First Party Audit
  - Second Party Audit
  - Third Party Audit
- 2.3 Understanding the concept of ISO/IEC 20000
- ISO/IEC
  - JTC7 / WG25
  - Specification
  - Code of Practice
  - Part 1
  - Part 2
  - Assessment
  - Benchmark
  - Customer alignment
  - Service alignment
  - Conformance
  - Recommendations
  - Observations
  - Applicability
  - Certification Scheme
  - Common terminology
  - Compliance
  - Consistent approach
  - Customer focus
  - Factual approach to decision making
  - Industry consensus
  - IT Service (Management)
  - Management control
  - Mutually beneficial supplier relationship
  - Natural workgroups
  - Objectives
  - Process based
  - Quality standards
  - Relation to frameworks (neutral)

- Scoping
  - Service provider
- 3 The quality specifications for IT Service Management
- 3.1 Management and Improvement of ITSM Processes

*Requirements for a Management System*

- Awareness
- Corporate policies and principles
- Evidence
- Management system
- Policy
- Procedure
- Responsibilities/ roles
- Risks
- Service Management capability
- Service Management objectives
- Service Management policy/ plan
- Staff turnover

*Planning and Implementing Service Management*

- Audit criteria/ scope
- Audit programme
- Auditor
- Budget
- Business requirements
- Business results
- Capability
- Corrective actions
- Deming Lifecycle
- Impartiality
- Interfaces
- Issues
- ITSM scope
- Management responsibility
- Monitor
- New / changed services
- Non-compliance/ non-conformance
- Objectivity
- Plan-Do-Check-Act (PDCA) methodology
- Planned intervals
- Preventive actions
- Process linkages
- Process owner
- Process performance
- Remedial actions
- Resources
- Senior responsible owner
- Service Management requirements
- Service Management review

- Service (quality)
- (Staff) Competencies
- Staff continuity
- Team and people satisfaction
- Tools

### 3.2 Control of IT Services

#### *Planning and Implementing New or Changed Service*

- Agreement
- Change (Management)
- Closure of a service
- Contract
- Live environment
- Manpower
- Post Implementation Review (PIR)
- Proposal
- Recruitment requirements
- Service acceptance criteria
- Skills
- Training requirements

#### *Change and Configuration Management*

- Change and Configuration management plan
- Change and release scheduling
- Component
- Configuration control
- Configuration verification/audit
- Configuration records
- Costed Changes
- Deficiencies
- Digital configuration items
- Electronic libraries
- Emergency change
- Financial asset accounting
- Infrastructure configurations
- Integrity
- Master copies
- Request for Change (RFC)
- Service and infrastructure changes
- Service components

#### *Release Management*

- Acceptance test environment
- Build and test releases
- Distribution
- Emergency release
- Installation
- Packaging
- Release (Management)

- Release date
- Release notes
- Release plan
- Release policy

### 3.3 Alignment of business and IT

#### *Relationship Management*

- Business drivers
- Business Relationship Management
- Complaints definition/ process
- Customer satisfaction
- Survey
- Conformity
- Contract (management)
- Contractual dispute (management)
- Contractual obligations
- Contractual requirements
- Escalation
- Formal agreement
- Lead supplier
- Service complaint
- Service scope
- Stakeholders
- Subcontracted supplier
- Supplier Management

#### *Service Level Management and Service Reporting*

- Account
- Availability and Service Continuity requirements
- Business plan
- End-to-end Availability
- Levels of service
- Non-availability
- Operational Level Agreement (OLA)
- Response times
- Satisfaction analysis
- Service level (target)
- Service Level Management
- Service performance
- Service reporting (template)
- Service review
- Service upgrade
- Supplier contract
- Trend information
- Underpinning Contract (UC)
- Workload characteristics

#### *Budgeting and Accounting*

- Budget

- Account
- Budgeting and Accounting for IT Services
- (IT) Assets
- Licenses
- Overhead costs
- Direct costs

### 3.4 Delivery of IT Services

#### *Service Continuity & Availability Management*

- Availability and Service Continuity requirements
- Availability and Service Continuity plan
- Availability Management
- Contact list
- Continuity tests
- End-to-end Availability
- Insurance
- Levels of service
- Non-availability
- Service Continuity Management

#### *Capacity Management*

- Capacity Management
- Capacity model
- Capacity plan
- Costed options
- Current and predicted capacity
- External change
- Performance
- Predictive analysis
- Response times
- Service capacity
- Service performance
- Shared resources
- Threshold
- Trend information
- Tune

#### *Information Security Management*

- Access rights
- Change record evaluation
- Information Security Management
- Information security policy
- Risk assessment
- Security breach
- Security control/ agreements
- Security Incident
- Security risk
- ISO/IEC 27001

### 3.5 Support of IT Services

#### *Incident & Problem Management*

- (Business) impact
- Classification
- Disruption
- Formal closure
- Incident (Management)
- Known errors
- Prioritization
- Proactive identification
- Problem (Management)
- Problem resolution
- Service Request
- Trend analysis
- Underlying cause of a problem

## 4 The code of practice for IT Service Management

### 4.1 Management and Improvement of ITSM Processes

#### *Requirements for a Management System*

- Process control records
- Senior level
- Observation
- Recommendation
- Conformance
- First party audit
- Second party audit
- Third party audit
- External audit
- Finding

#### *Planning and Implementing Service Management*

- Best practice
- Infrastructure standardization
- Internal audit
- Liaison meeting
- Quality circle
- Resource schedule
- Service improvement (targets)
- Suggestion scheme
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### 4.2 Control of IT Services

#### *Planning and Implementing New or Changed Service*

- Availability monitoring
- Forward Schedule reports
- Lost/degraded service
- Outage reports
- Proactive reports

- Reactive reports
- Service catalogue
- Service Continuity Strategy
- Service Continuity Plan
- Service Management arena
- Service recovery
- Service workload
- Supporting services
- (Technical) infrastructure
- Unauthorized party
- Variance
- Workload limits

*Change and Configuration Management*

- Accountability
- Auditability
- Definitive Software Library (DSL)
- Disaster recovery
- Hardware builds
- Implementer
- Release controls
- Stand-alone
- System interface
- Traceability (matrix)

*Release Management*

- Back-out plan
- Distributed environment
- Release package
- Release sign-off
- Release verification and acceptance
- Roll-out (planning)
- Support documents

4.3 Alignment of business and IT

*Service Level Management & Service Reporting*

- Alignment
- Business Plans
- Business Requirements
- Service Catalogue
- Service Reports
- SLA
- Stakeholder
- Template

*Relationship Management*

- Compliments
- Representative bodies
- Service definition

*Budgeting and Accounting*

- Accounting
- Budgeting

4.4 Delivery of IT Services

*Service Continuity & Availability Management*

- Analysis
- Availability Plan
- Service Continuity Plan
- Test Plan
- Test Results

*Capacity Management*

- Capacity Plan
- Modelling
- Monitoring
- Policy
- Service Capacity
- Tune

*Information Security Management*

- Security Controls
- Security Policy
- Security Risks

4.5 Support of IT Services

*Incident & Problem Management*

- Incident Lifecycle Management
- Knowledge Base
- Major Incident
- Problem review
- Tracking
- Urgency
- Workaround

**Literature**

Leo van Selm

**Introduction to ISO/IEC 20000**

Zaltbommel, van Haren Publishing, 2007

ISBN 978 90 87530 81 5

This is the book which should be considered as core literature of the course for candidates.

**Additional literature**

David Clifford

**Implementing ISO/IEC 20000**

Zaltbommel, van Haren Publishing, 2007

ISBN 978 90 87530 82 2

ISO/IEC

**ISO/IEC 20000-1:2005(E) Part 1: Specification**

Switzerland, ISO, 2005

ISO/IEC 20000-1:2005(E)

ISO/IEC

**ISO/IEC 20000-2:2005(E) Part 2: Code of Practice**

Switzerland, ISO, 2005

ISO/IEC 20000-2:2005(E)

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