



Exam requirements

Professional: Support of IT Services according to ISO/IEC 20000 (IS20PS.EN)

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Summary The examination Professional Certificate Support of IT Services according to ISO/IEC 20000 is designed to provide practical knowledge of how documents and records should be applied and analyzed within the fields of the Resolution Processes (Incident and Problem Management). For example, how to use methods and techniques to identify the root causes of incidents.

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.

Context The Professional Certificate Support of IT Services 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 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.

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:	90 minutes
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. 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%

Specification of the exam requirements

1. Plan the processes for the Support of IT Services	1.1 Planning the activities of the resolution processes 1.2 Planning policies, procedures, roles and tools 1.3 Planning interfaces with other processes 1.4 Planning for reporting and review
2. Implement and manage the Support of IT Services	2.1 Managing the implementation of the resolution processes 2.2 Applying policies, procedures, methods and techniques 2.3 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

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

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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