EXIN IT Service Management Foundation (ISO/IEC 20000:2011)

Introduction

EXIN IT Service Management Foundation tests a candidate's fundamental knowledge of key information and concepts of ITSM. The emphasis is placed on the service management system (SMS) and service management processes. Specifically the core concepts and basic terminology of ITSM based on ISO/IEC 20000:2011.

Course Objective

The topics of the Foundation level include:

- Core concepts of Service Management and quality frameworks
- The Service Management System (SMS) and the value and application of the PDCA cycle
- High-level concepts for service design and transition
- Objectives, activities, and quality requirements of the service management processes

Course Outline

MODULE 1: Introduction to IT service management

1.1 The candidate understands the core concepts of IT Service Management
    1.1.1 Describe what an IT service is.
    1.1.2 Describe the factors needed to provide an IT service.
    1.1.3 Describe the benefits and characteristics of a process-based approach.
    1.1.4 Describe the concept of IT service management.
    1.1.5 Describe the benefits and risks of IT service management.
    1.1.6 Describe the role of tools used within IT service management.
    1.1.7 Describe the principles of continual improvement and the applications of the PDCA cycle.

1.2 The candidate understands the core concepts surrounding quality frameworks
    1.2.1 Identify the purpose and benefits of ISO/IEC 20000.
    1.2.2 Identify the purpose and application/audience of ISO 9001, ISO/IEC 27000 family, ITIL, COBIT, Six Sigma, CMMI for Services, Green IT, Cloud Computing, TMap NEXT®.

MODULE 2: Service Management System

2.1 The candidate knows the management system for service management
    2.1.1 Describe why and which roles are needed
    2.1.2 Describe the objective of a service management system
    2.1.3 Describe general management responsibilities
    2.1.4 Describe general governance principles
    2.1.5 Describe the importance of documentation and basic requirements for documentation
    2.1.6 Describe the requirements for resource management

2.2 The candidate understands the core concepts of the Service Management System
    2.2.1 Describe the objective of planning and improving service management
    2.2.2 Describe the continual improvement methodology for service management processes
    2.2.3 Describe the key principles of producing and implementing a service management plan
    2.2.4 Describe the requirements for monitoring, measuring, improving the processes

MODULE 3: Service Design and Transition

3.1 The candidate understands the core concepts for service design and transition
    3.1.1 Describe at a high level the management requirements for new/changed services

3.1.2 Describe at a high level the requirements for planning new/changed services
3.1.3 Describe at a high level the requirements for designing new/changed services
3.1.4 Describe at a high level the requirements for transitioning new/changed Services

MODULE 4: The service delivery processes and their relationships

4.1 The candidate knows the service delivery processes
4.1.1 Describe the objectives and quality requirements
4.1.2 Describe the activities and practical application for each process

MODULE 5: The relationship processes and their relationships

5.1 The candidate knows the delivery processes
5.1.1 Describe the objectives and quality requirements
5.1.2 Describe the activities and practical application for each process

MODULE 6: The resolution processes and their relationships

6.1 The candidate knows the resolution processes and their relationships
6.1.1 Describe the objectives and quality requirements
6.1.2 Describe the activities and practical application for each process

MODULE 7: The control processes and their relationships

7.1 The candidate knows the support processes and their relationships
7.1.1 Describe the objectives and quality requirements
7.1.2 Describe the activities and practical application for each process

Prerequisites

Successful completion of the EXIN IT Service Management Foundation based on the ISO/IEC 20000 exam.

Target Audience

ITSM Foundation is intended for everyone playing a role or having an interest in IT service management.

Specific roles could include:

- Managers
- Business and supervisory staff
- Team leaders
- Service designers
- IT architects and/or planners
- IT consultants
- IT audit managers/auditors
- IT security managers/officers
- Project/program managers
- Suppliers, Lead suppliers, and sub-contracted suppliers
- Service providers' customers

Duration

15 Hours Training Course