

# IT Service Management according to ISO/IEC 20000

## Qualification program for IT professionals

### Quality matters

Today we rely heavily on IT Services for supporting our business. For many organizations the supply of IT Services *is* their business. Clients demand high quality of IT Services, and shareholders demand high return on their investments. Governing and managing the quality of IT Services has thus become a key business driver for any type of organization, whether large or small, a private company or an organization in the public sector.

### People matter most

ISO/IEC 20000, the international, independent, standard for quality in IT Service Management, is an excellent tool to reach and maintain the required quality level of IT Services and to step up to the next maturity level of IT Service Management. However its success depends on experienced and certified IT professionals who understand the true meaning of ISO/IEC 20000 and who know how to use the standard to support business goals. Professionals who have been trained for management *and* operational activities, to build, implement and maintain an overall IT Service Management System that meets the international ISO/IEC 20000 quality requirements. It is the people who will bring IT Service Management to life.

### The qualification program for IT professionals

#### Based on job roles and competencies

In line with changing customer demands and new developments in IT Service Management, EXIN's portfolio aims at a quality approach towards IT Service Management, focused on ISO/IEC 20000. EXIN and TÜV SÜD Akademie are jointly developing a qualification program for IT professionals who are involved in the quality improvement of IT Services at all levels: ***IT Service Management according to ISO/IEC 20000***. The qualification program is based on job roles and competencies, since that is what IT professionals need in practice. Practical Assignments are part of the higher level training courses to stimulate the pragmatic approach in using the guidance of ISO/IEC 20000 and to provide the attendees with opportunities to practice and prove their professional competencies.

#### Framework neutral

As the standard ISO/IEC 20000 establishes the quality requirements an organization should meet in IT Service Management, our qualification program for IT professionals shows the vision behind the standard and gives insight in 'how to' accomplish the required quality level of IT Services. The qualification program teaches students to use the framework neutral standard ISO/IEC 20000 as a compass for navigating across all the different IT Service Management standards, best practices and frameworks, making the best use of them all.



**Independent exams**

The qualification program comprises a Foundation exam, five Professional exams and two tracks. The first track is geared towards IT Management, while the second focuses on Auditing. For more information, such as the names, levels and availability of the exams, please visit [www.exin-exams.com](http://www.exin-exams.com) or EXIN Extranet, a login section of our website for accredited training providers.

**Target group**

The qualification program is designed for a wide variety of IT professionals, at all levels, who are involved in the quality improvement of IT Services and IT Service Management, such as operational staff, supervisors, managers, senior consultants and auditors. The program is also perfectly suited for IT professionals already experienced in standards and best practices, such as ITIL®, MOF, COBIT, ISO 9000, ISO 27000, CMMI and ASL.

**Key features of the qualification program:**

- **A quality approach to IT Service Management**  
Based on the essential basic principles of both IT Service Management and Quality Management
- **Based on job roles and competencies**  
The requirements for each of the certificates in the program are based on the competencies needed for the key activities in job roles. ‘What you learn today, you can apply tomorrow’
- **Focus on ISO/IEC 20000**  
The international, independent standard for quality in IT Service Management is used as guidance for essential basic principles and skills
- **Framework neutral**  
The framework neutral ISO/IEC 20000 standard is used as a compass for navigating across all the different IT Service Management standards, best practices and frameworks
- **Train the trainer workshops**  
EXIN and TÜV SÜD Akademie will provide Train the Trainer workshops and supplementary guidance material to facilitate the development of training courses
- **Flexible: backpack principle**  
Relevant knowledge and skills acquired in other qualification programs can be acknowledged and used to obtain certificates in this program

**Benefits for students:**

- Show your employer that you are able to improve the quality of IT Services to meet customer demands
- Provide solid evidence of a successful training and understanding of the ISO/IEC 20000 based quality approach towards IT Service Management
- Improve your job performance, maximize results
- Stay competitive within your organization and in the labor market
- Receive recognition from both the industry and your peers

**Benefits for IT Service Providers:**

- Qualified employees have proven to be more productive and efficient. This results in lower costs and potential increases in revenues
- Improved communication to realize the IT Service Management quality objectives, as employees will not only use the same language, but they will also know what they are talking about
- Getting your staff qualified means that you can benchmark their skills and the quality of your training partner

*'The measurement of a company's IT Service Management against an internationally recognized standard is crucial to ensure that IT Service quality is controlled and of the highest order. The ISO/IEC 20000 program is exactly what we need to make a necessary step towards a next maturity level of IT Service Management.*

*In the itSMF movement we are pleased to be able to support EXIN and other providers in the market to align training and accreditation output to the movement's requirements and expectations. It's true that organizations will need experienced and certified professionals to deliver IT services that meet the quality requirements of the ISO/IEC 20000 standard.*

*The standard itself can't accomplish anything alone, but properly informed and trained people can and it is in this area, we will be concentrating our efforts over the next few years. People bring IT Service management to life!*

***Sharon Taylor, Chair, itSMF International***

**Quality of the program**

TÜV SÜD Akademie and EXIN have developed the qualification program according to the rules for international certification of persons: ISO/IEC 17024. This represents high quality of the development, the actual products and the accompanying services. The development of the program is steered by an international Committee of experts and representatives of industry. The participants of the Committee are expert representatives, such as members of ISO/IEC JTC1 (ISO/IEC 20000 + 27000), experts of international IT companies, training institutes, IT Examination Institutes and IT chairs of universities. EXIN and TÜV SÜD Akademie accredit training providers to ensure high quality of training and training materials and to guarantee that students receive professional guidance and supervision in preparation for the independent exams.

**Information**

For additional information on our qualification program IT Service Management according to ISO/IEC 20000, please visit **[www.exin-exams.com](http://www.exin-exams.com)** or EXIN Extranet, a login section of our Web site dedicated to EXIN's Accredited Training Providers worldwide. Please feel free to contact our international Service Desk at [service@exin-exams.com](mailto:service@exin-exams.com), or call us at: +31 30 234 48 25, for any further information. You can also contact one of the local EXIN Service Desks in your region.

**ISO/IEC 2000: the standard**

ISO/IEC 20000 is the first specific international, independent standard for quality in IT Service Management. A standard that enables organizations to build and maintain an overall management system of IT services that meets the international ISO/IEC 20000 quality requirements. The standard establishes the requirements an organization 'shall' fulfil to deliver quality IT services, and not 'how to' meet the requirements. Organizations are free to use the best practices, frameworks and/or procedures and expertise defined in-house to build and maintain the IT Services Management System that fits the organization, and supports the business goals. ISO/IEC 20000 is framework neutral and builds upon the experience and best practices with all frameworks in IT Service Management, Information Security Management and Quality Management, such as ITIL®, CoBiT, MOF, CMMI, ISO/IEC 27000 and ISO 9000.

**Competitive advantage for organizations**

Adoption of ISO/IEC 20000 enables organizations to deliver their IT services in compliance with the international standard, and give them the opportunity to prove their compliance to clients and shareholders by means of certification. This will create a significant competitive advantage. The ISO/IEC 20000 quality approach towards IT Service Management enables organizations to reduce operational exposure to risk, meet contractual and tendering requirements, demonstrate service quality and deliver best value.

**Key benefits of the standard ISO/IEC 20000 for organizations:**

- Build and maintain an overall management system of IT services, that meets the international, independent ISO/IEC 20000 requirements
- Meet customer demand for high quality IT Services
- Prove compliance with ISO/IEC 20000 by means of independent certification
- Create competitive advantage via consistent and cost-effective services
- Assist in identifying service improvement opportunities
- Encourage a culture of continual service improvement
- Make a fundamental shift to pro-active rather than re-active processes
- Improve communication and relationships between different departments by defining measurable goals more effectively

**About EXIN**

EXIN, the Examination Institute for Information Science, is an independent, not for profit, worldwide IT examination provider. It's EXIN's mission to improve the quality of the IT sector, the IT professionals and the IT users, by means of independent testing and certification. EXIN achieves this goal by supporting the worldwide dissemination of internationally accepted standards and best practices in IT in close co-operation with international partners in the IT industry. All EXIN exams are based on competencies and job roles required by employees. EXIN is well known worldwide for its certificates in IT Service Management. Earning an independent EXIN certificate represents solid evidence of a successful training. It illustrates IT professionals are competent and valuable to the organizations and the customers they serve.

