

New Qualification Program

IT Service Management according to ISO/IEC 20000

EXIN is developing a new qualification program for ISO/IEC 20000 in cooperation with TÜV SÜD Akademie. The first Foundation exam was introduced in January. There is a major demand for certified IT professionals in this field. Why? 'Because customers demand quality. After all, if you want to build a house, you hire a builder with a quality mark,' says international ISO/IEC 20000 Exam Development Board member Leo van Selm.

An increasing number of companies are showing an interest in ISO/IEC 20000, the independent Standard for Quality in IT Service Management. Especially in the US, Germany, Australia, Spain and Japan. These organizations require certified IT professionals with knowledge of ISO/IEC 20000. EXIN and TÜV SÜD Akademie are developing the new people qualification program especially for them. The program is suitable for a broad target group ranging from IT professionals to senior consultants and auditors.

Broader than ITIL®

ISO/IEC 20000 was introduced in late 2005 as an elaboration of the more general quality standard, ISO 9000. ISO/IEC 20000 is fully geared towards IT Service Management. Leo van Selm: 'It comprises international quality requirements that IT services must fulfill. For example, it states how you must demonstrate that your organization is capable of performing the ITIL® incident, change and capacity management processes.' The link with ITIL® is clear, but what is the case with other standards and best practices such as COBIT, Six Sigma, MOF, ASL and CMMI? 'Like ITIL®, they can also be used to fulfill quality requirements. Take Six Sigma - an improvement model that is ideal for the improvement of ITIL® processes. The same applies to COBIT as a control framework.'

Umbrella

The new qualification program for ISO/IEC 20000 places a strong emphasis on the importance of quality in IT Service Management. The Foundation exam also briefly focuses on the internationally accepted standards and best practices that organizations use to streamline their IT services. 'So you also learn what standards are available and where they are applied.' The new program increases the quality consciousness of the organization and is therefore an important complement to ITIL® certification. 'We have spent the recent years structuring the processes. It is now time to set our sights on the market and show our quality. That is the added value of ISO/IEC 20000.'

Where to start

What is the best start for a beginner? The new ISO/IEC 20000 Foundation exam? Or first the ITIL® Foundation after all? And which version: V2 or V3? The answer depends on a number of factors. Do you work for a small or a large company? Do you already have IT Service Management experience? How extensive is your company's IT Service Management experience? And what is your company's view on IT and IT Service Management? Leo van Selm: 'I would advise beginners to start with ISO/IEC 20000 Foundation because this is the most practical of the three.'



If you require additional information regarding the structure of the processes, I would recommend combining it with the V2 exam IT Service Management Foundation (based on ITIL®). ITIL® V2 is slightly more practical than ITIL® V3 and examines the different processes in greater depth. If you are interested in gaining a more abstract, broader view of IT Service Management, it would be better to start with ITIL® V3.' Initial responses to the program have been positive. 'A quality control committee has been set up, comprised of leading experts from ten different countries. This proves that the program has widespread international support.'

ISO/IEC 20000 qualification

The new, multi-level qualification program is called *IT Service Management according to ISO/IEC 20000*. It comprises a Foundation exam, Professional exams and two tracks. The first track is geared towards IT Management, while the second focuses on Auditing. The program is perfectly suited for a wide range of staff involved in IT Service Provision: operational staff, supervisors, managers, senior consultants & auditors, including:

- Beginners who want to know what international quality requirements are imposed on IT Service Management and how an organization can fulfill them.
- IT professionals who are, or are planning to support their organization in preparing for, implementing and maintaining ISO/IEC 20000.
- IT professionals who are responsible for the management and support of one or more processes, such as change managers, change coordinators or service desk managers.
- Department managers, team leaders or consultants who are responsible for overall IT services.
- Senior managers or senior consultants who are implementing organizational changes in relation to IT Service Management.
- IT professionals who want to obtain internal or external auditor certificates.

Service Quality Management Foundation (SQMF), the first exam that EXIN introduced for ISO/IEC 20000, will be withdrawn with effect from March 1, 2008. The same will apply to Service Quality Management Advanced (SQMA) as from July 1, 2008. Under the new program you can receive exemptions at every level for relevant certificates obtained elsewhere. SQMF gains you exemption at Foundation level, while SQMA provides you with exemption at Professional level.

For additional information, please visit www.exin-exams.com.

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