

## Exam requirements

### ISO/IEC Foundation Certificate

<b>Publicationdate</b>	1-1-2008								
<b>Startdate</b>	1-1-2008								
<b>Target group</b>	<p>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.</p> <p>The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the ISO/IEC 20000 qualification scheme.</p>								
<b>Prerequisites</b>	None								
<b>Exam requirements</b>	<table><tr><td>1. Understanding the definitions and principles of service quality management</td><td>15%</td></tr><tr><td>2. Understanding the position of ISO/IEC 20000 in IT Service Management</td><td>20%</td></tr><tr><td>3. The quality specifications for IT Service Management</td><td>35%</td></tr><tr><td>4. The code of practice for IT Service Management</td><td>30%</td></tr></table>	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%
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%								
<b>Exam session</b>	Referral to literature and notes is <b>not</b> permitted.								

### Specification of the exam requirements

1. Understanding the definitions and principles of service quality management	<ul style="list-style-type: none"><li>1.1 The candidate understands quality.</li><li>1.2 The candidate understands service.</li><li>1.3 The candidate understands IT Service Management.</li><li>1.4 The candidate understands processes</li><li>1.5 The candidate understands continual improvement.</li></ul>
2. Understanding the position of ISO/IEC 20000 in IT Service Management	<ul style="list-style-type: none"><li>2.1 The candidate understands the landscape of standards and frameworks</li><li>2.2 The candidate understands the concepts of certification practices</li><li>2.3 The candidate understands the concept of ISO/IEC 20000</li></ul>
3. The quality specifications for IT Service Management	<ul style="list-style-type: none"><li>3.1 The candidate understands the quality specifications for Management and Improvement of ITSM Processes</li><li>3.2 The candidate understands the quality specifications for Control of IT Services</li><li>3.3 The candidate understands the quality specifications for Alignment of IT and the Business</li><li>3.4 The candidate understands the quality specifications for Delivery of</li></ul>

IT Services

3.5 The candidate understands the quality specifications for Support of IT Services

4. The code of practice for IT Service Management

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

## Basic concepts

This chapter contains the basic concepts with which candidates should be familiar. The basic concepts are listed in order of exam requirement.

- 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 (KPI)
    - 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 landscape of standards and frameworks
    - CMMI<sup>®</sup>
    - CobiT<sup>™</sup>
    - ISO 9000
    - ISO/IEC 20000
    - ISO/IEC 27001
    - ITIL<sup>®</sup>
    - MOF
    - Six Sigma<sup>®</sup>
    - 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
- Assessment
- 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 Understanding the quality specifications for Management and Improvement of ITSM

- Processes
- Audit criteria/ scope
- Audit programme

Auditor  
Awareness  
Budget  
Business requirements  
Business results  
Capability  
Corporate policies and principles  
Corrective actions  
Deming Lifecycle  
Evidence  
Impartiality  
Interfaces  
Issues  
ITSM scope  
Management responsibility  
Management system  
Monitor  
New / changed services  
Non-compliance/ non-conformance  
Objectivity  
Plan-Do-Check-Act (PDCA) methodology  
Planner intervals  
Policy  
Preventive actions  
Procedure  
Process linkages  
Process owner  
Process performance  
Remedial actions  
Resources  
Responsibilities/ roles  
Risks  
Senior responsible owner  
Service Management capability  
Service Management objectives  
Service Management policy/ plan  
Service Management requirements  
Service Management review  
Service (quality)  
(Staff) Competencies  
Staff continuity  
Staff turnover  
Team and people satisfaction  
Tools

- 3.2 Understanding the quality specifications for Control of IT Services  
Acceptance test environment  
Agreement  
Build and test releases  
Change and Configuration management plan

- Change and release scheduling
- Change (Management)
- Closure of a service
- Component
- Configuration control
- Configuration verification/ audit
- Configuration records
- Contract
- Costed Changes
- Deficiencies
- Digital configuration items
- Distribution
- Electronic libraries
- Emergency change
- Emergency release
- Financial asset accounting
- Infrastructure configurations
- Installation
- Integrity
- Manpower
- Master copies
- Packaging
- Post Implementation Review (PIR)
- Proposal
- Recruitment requirements
- Release (Management)
- Release date
- Release notes
- Release plan
- Release policy
- Service acceptance criteria
- Service and infrastructure changes
- Service components
- Skills
- Training requirements

3.3 Alignment of business and IT

- Account
- Availability and Service Continuity requirements
- Budget
- Budgeting and Accounting for IT Services
- Business drivers
- Business plan
- Business Relationship Management
- Customer satisfaction
- Complaints definition/ process
- Conformity
- Contract (management)
- Contractual dispute (management)

- Contractual obligations
- Contractual requirements
- Direct costs
- End-to-end Availability
- Escalation
- Formal agreement
- (IT) Assets
- Lead supplier
- Levels of service
- Licenses
- Non-availability
- Operational Level Agreement (OLA)
- Overhead costs
- Response times
- Satisfaction analysis
- Service complaint
- Service Level Management
- Service level (target)
- Service performance
- Service reporting (template)
- Service review
- Service scope
- Service upgrade
- Stakeholders
- Subcontracted supplier
- Supplier contract
- Supplier Management
- Survey
- Trend information
- Underpinning Contract (UC)
- Workload characteristics

#### 3.4 Understanding the quality specifications for Delivery of IT Services

- Access rights
- Availability and Service Continuity plan
- Availability and Service Continuity requirements
- Availability Management
- Capacity Management
- Capacity model
- Capacity plan
- Change record evaluation
- Contact list
- Continuity tests
- Costed options
- Current and predicted capacity
- End-to-end Availability
- External change
- Information Security Management
- Information security policy
- Insurance

ISO/IEC 27001  
Levels of service  
Non-availability  
Performance  
Predictive analysis  
Response times  
Risk assessment  
Security breach  
Security control/ agreements  
Security Incident  
Security risk  
Service capacity  
Service Continuity Management  
Service performance  
Shared resources  
Threshold  
Trend information  
Tune

3.5 Understanding the quality specifications for Support of IT Services

(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 Understanding the best practices for Management and Improvement of ITSM Processes

Best practice  
Conformance  
External audit  
Finding  
First party audit  
Infrastructure standardization  
Internal audit  
Liaison meeting  
Observation  
Process control records  
Quality circle  
Recommendation  
Resource schedule  
Second party audit

- Senior level
- Service improvement (targets)
- Suggestion scheme
- Third party audit

#### 4.2 Understanding the best practices for Control of IT Services

- Accountability
- Auditability
- Availability monitoring
- Back-out plan
- Definitive Software Library (DSL)
- Disaster recovery
- Distributed environment
- Forward Schedule reports
- Hardware builds
- Implementer
- Lost/ degraded service
- Outage reports
- Proactive reports
- Reactive reports
- Release controls
- Release package
- Release sign-off
- Release verification and acceptance
- Roll-out (planning)
- Service catalogue
- Service Continuity Plan
- Service Continuity Strategy
- Service Management arena
- Service recovery
- Service workload
- Stand-alone
- Support documents
- Supporting services
- System interface
- (Technical) infrastructure
- Traceability (matrix)
- Unauthorized party
- Variance
- Workload limits

#### 4.3 Understanding the best practices for Alignment of business and IT

- Accounting
- Alignment
- Budgeting
- Business Plans
- Business Requirements
- Compliments
- Representative bodies
- Service Catalogue

- Service definition
- Service Reports
- SLA
- Stakeholder
- Template

#### 4.4 Understanding the best practices for Delivery of IT Services

- Analysis
- Availability Plan
- Capacity Plan
- Modelling
- Monitoring
- Policy
- Security Controls
- Security Policy
- Security Risks
- Service Capacity
- Service Continuity Plan
- Test Plan
- Test Results
- Tune

#### 4.5 Understanding the best practices for Support of IT Services

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

#### **Justification of choices**

To avoid repetition, terms have usually been listed under the first 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.

## Literature

### literature

Tieneke Verheijen  
**Introduction to ISO/IEC 20000**  
Zaltbommel, van Haren Publishing, 2008  
ISBN 978 90 87530 81 5

This book is expected to be published early 2008. Until then, candidates should use the following series of books:

Dr. Jenny Dugmore and Shirley Lacey  
**Achieving ISO/IEC 20000.**  
England, BSi, 2006

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