



Area code	Area title	Topic code	Topic name	Outcome code	Learning outcome: the candidate can:	weight and # Questions - EXP exam			
I	Standards, frameworks, concepts and practices related to IT service management	I.1	Management systems	I.1.1	understand and apply IT Service Management (ITSM) through a Service Management System, including those according to ITSM approaches such as FitSM, ITIL and ISO/IEC 20000-1	20% - eight questions from I.1 to I.3			
				I.1.2	understand and apply principles of Quality Management, including those according to ISO 9001				
				I.1.3	understand and apply principles of Business Continuity Management and Information Security Management through , including those according to ISO 22301 and ISO/EIC 27001				
		I.2	Commonly used organisational methods and practices	I.2.1	understand and apply process management and process orientation				
				I.2.2	understand and apply project management concepts including approaches such as PRINCE2, PMBOK and SCRUM				
				I.2.3	understand and apply risk management concepts including approaches such as ISO 31000				
				I.2.4	understand and apply development management concepts including approaches such as CI/CD, SCRUM and Agile				
				I.2.5	understand and apply Information and knowledge management concepts				
				I.2.6	understand and apply supply chain and sourcing management concepts including approaches such as SIAM				
I.3	Integrating ITSM / SMS with other management systems	I.3.1	analyse and evaluate how common organisational methods and practices can be used to integrate the SMS with other management systems						
J	Leadership, governance, risk and compliance in IT service management	J.1	Leadership and (IT) governance	J.1.1	understand and apply stakeholder analysis and create and apply organisational strategies	20% - eight questions from J.1 to J.4			
				J.1.2	understand and apply scope statements to limit the applicability of ITSM and support effective implementation of a Service Management System				
				J.1.3	understand and apply effective policies and policy enforcement to support a Service Management System				
				J.1.4	understand and apply communication practices to support a Service Management System				
		J.2	Risk management	J.2.1	understand and apply risk assessment principles and approaches				
				J.2.2	understand and apply risk treatment principles and approaches				
		J.3	Compliance	J.3.1	understand and apply legal and contractual requirements				
		J.4	Implementing leadership and (IT) governance, risk management and compliance in a Service Management System	J.4.1	analyse and evaluate how leadership and (IT) governance, risk management and compliance can be applied to service management systems				
		K	Planning and implementing services and IT service management (PLAN, DO)	K.1	Service and service management planning		K.1.1	understand and apply effective planning to the SMS (service management plan) including federation models and related challenges and SPM requirements on "organisational structure"	30% - twelve questions from K.1 to K.5
							K.1.2	understand and apply planning and development of new services or major changes to existing services	
K.2	Roles, responsibilities and competences in ITSM			K.2.1	understand and apply roles and responsibilities in a service management system				
				K.2.2	understand and apply competence, training and awareness programmes in a service management system				
K.3	Organisational change			K.3.1	understand and apply requirements and challenges related to organisational change				
				K.3.2	understand and apply principles of organisational change through effective leadership and management				
K.4	Tooling			K.4.1	understand different types of tools required for a service management system				
				K.4.2	apply effective tool selection practices				
K.5	Adopting planning and implementation measures in a Service Management System			K.5.1	analyse and evaluate how planning and implementation measures can be applied to service management systems				
L	Monitoring, reviewing, auditing and improving services and IT service management (CHECK, ACT)			L.1	Compliance, conformity, effectiveness & efficiency	L.1.1	understand compliance, conformity, effectiveness and efficiency	30% - twelve questions from L.1 to L.5	
						L.2	Measurements		
		L.3	Auditing and assessment and practices	L.2.2	understand and apply key performance indicators				
				L.3.1	understand and apply different types of audit and assessment				
				L.3.2	understand and apply maturity and capability models including FitSM-6				
				L.3.3	understand and apply audit principles				
				L.3.4	understand and apply audit programs				
		L.3.5	understand and apply methods for planning and conducting audits and assessments						
		L.4	Continual improvement	L.4.1	understand and apply corrective actions and improvements				
		L.5	Adopting measurement, auditing and improvement practices in a Service Management System	L.5.1	analyse and evaluate how measurement, auditing and improvement practices can be applied to service management systems				