



Area code	Area title	Topic code	Topic name	Outcome code	Learning outcome: the candidate can:	Weight	# Questions per exam				
A	Service and service management concepts	A.1	Understanding service and value	A.1.1	describe the relationship between service function, service quality and service value	30%	Six questions, one from each topic A.1 - A.6				
				A.1.2	explain the terms (IT) service and service component						
		A.2	Understanding (IT) service management	A.2.1	explain the concept of (IT) service management and the term Service Management System (SMS)						
				A.2.2	explain the benefits and risks of (IT) service management						
		A.3	Understanding customer and processes orientation	A.3.1	explain the meaning of a customer-oriented approach						
				A.3.2	explain the meaning of a process-oriented approach and the importance of achieving consistency						
				A.3.3	describe the difference between a policy, process and a procedure						
				A.3.4	explain the concept of roles and the difference between a service owner, process owner, process manager and process staff member						
		A.4	Understanding the basic requirements of ITSM implementations	A.4.1	explain the importance of top management engagement in IT Service Management implementation						
				A.4.2	explain the need for documentation in IT Service Management						
		A.5	Understanding continual improvement	A.5.1	identify the principles of the plan-do-check-act (PDCA) cycle , also known as the Deming cycle						
		A.6	Understanding the implications of implementing Service Management in a federated environment	A.6.1	describe the challenges presented by implementing IT Service Management when multiple federated providers contribute to a service						
		B	Service management processes involved in Service Planning and Delivery	B.1	Understanding the Service Portfolio Management Process			B.1.1	describe the objectives and key concepts of the Service Portfolio Management process	25%	Five questions from topics B.1 - B.8
								B.1.2	explain the requirements of the Service Portfolio Management process		
B.1.3	explain the terms Service Portfolio and Service Lifecycle										
B.2	Understanding the Service Level Management Process			B.2.1	describe the objectives and key concepts of the Service Level Management process						
				B.2.2	explain the requirements of the Service Level Management process						
				B.2.3	explain the terms Service Catalogue, Service Target, SLA, OLA and UA						
B.3	Understanding the Service Reporting Management Process			B.3.1	describe the objectives and key concepts of the Service Reporting Management process						
				B.3.2	explain the term Report						
B.4	Understanding the Service Availability & Continuity Management Process			B.4.1	describe the objectives and key concepts of the Service Availability & Continuity Management process						
				B.4.2	explain the terms Continuity, Availability and Risk						
B.5	Understanding the Capacity Management Process			B.5.1	describe the objectives and key concepts of the Capacity Management process						
				B.5.2	explain the term capacity						
B.6	Understanding the Information Security Management Process			B.6.1	describe the objectives and key concepts of the Information Security Management process						
				B.6.2	explain the terms Confidentiality, Integrity and Availability of information in the context of Information Security Management						
B.7	Understanding the Customer Relationship Management Process			B.7.1	describe the objectives and key concepts of the Customer Relationship Management process						
				B.7.2	explain the terms customer and user						
B.8	Understanding the Supplier Management Process	B.8.1	describe the objectives and key concepts of the Supplier Relationship Management process								
		B.8.2	explain the term supplier								
C	Service management processes involved in Service Operation and Control	C.1	Understanding the Incident & Service Request Management Process	C.1.1	describe the objectives and key concepts of the Incident & Service Request Management process	25%	Five questions from topics C.1 - C.6				
				C.1.2	explain the requirements of the Incident & Service Request Management process						
				C.1.3	explain the terms Incident and Service Request						
		C.2	Understanding the Problem Management Process	C.2.1	describe the objectives and key concepts of the Problem Management process						
				C.2.2	explain the requirements of the Problem Management process						
				C.2.3	explain the terms Problem, Workaround and Known Error						
		C.3	Understanding the Configuration Management Process	C.3.1	describe the objectives and key concepts of the Configuration Management process						
				C.3.2	explain the terms Configuration Item and CMDB						
		C.4	Understanding the Change Management Process	C.4.1	describe the objectives and key concepts of the Change Management process						
				C.4.2	explain the requirements of the Change Management process						
				C.4.3	explain the terms Change and RFC.						
		C.5	Understanding the Release & Deployment Management Process	C.5.1	describe the objectives and key concepts of the Release & Deployment Management process						
C.5.2	explain the terms Release and Release and Deployment Strategy										
C.6	Understanding the Continual Service Improvement Management Process	C.6.1	describe the objectives and key concepts of the Continual Service Improvement process								
		C.6.2	explain the term improvement								

D	Key interfaces between Service management processes	D.1	Understanding the key interfaces between Service Planning & Delivery Processes	D.1.1	describe the key role of SLAs as an input for many processes	10%	Two questions, one each from D.1 - D.2
		D.2	Understanding the key interfaces between Service Operation & Control Processes	D.2.1	describe the key role of the CMDB as an input for many processes		
				D.2.2	describe the key role of Requests for Changes as an output from many processes		
E	Service Management and related standards and frameworks	E.1	Understanding the purpose and approach of FitSM	E1.1	describe the approach of FitSM to IT service management	10%	Two questions, one each from E.1 - E.2
				E.1.2	explain the benefits of a lightweight approach, including the ability to expand to other approaches		
		E.2	Understanding the landscape of standards and frameworks related to service management	E.2.1	identify the purpose and form of ISO/IEC 20000, ITIL and ISO/IEC 27000		