



Exam requirements

ISO/IEC 20000 Foundation Bridge (IS20FB.EN)

Publication date 01-12-2009

Start date 01-04-2009

Summary The examination ISO/IEC 20000 Foundation Bridge is designed to provide knowledge of what an IT service management system is and the minimum requirements that service providers should aspire to within the context of ISO/IEC 20000. Candidates are made aware of the contents of the ISO/IEC 20000 standard, its practice-oriented implementation in the form of a management system, including the relationship with other relevant standards, and the best practices, methods and frameworks associated therewith.

Target group 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.

The ISO/IEC 20000 Foundation Bridge examination is intended for professionals in IT Service Management with solid knowledge and experience within IT Service Management, with a minimum certification level of ITIL® Foundation (V2 and/or V3), who want to focus on or become proficient in IT Service Management according to ISO/IEC 20000.

The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the ISO/IEC 20000 qualification program.

Context The ISO/IEC 20000 Foundation Certificate is part of the ISO/IEC 20000 qualification program, which covers a series of exams that are aligned with the various roles in IT Service Management.

Prerequisites To sit the Foundation Bridge in IT Service Management according to ISO/IEC 20000 examination candidates must hold any ITIL® certificate.

Exemption No

Practical assignment Not applicable

Examination details	Examination type:	Computer-based or paper-based multiple-choice
	Time allotted for examination:	30 minutes
	Number of questions:	20
	Pass mark:	65% (13 out of 20)
	Open book:	no
	Electronic equipment permitted:	no
Sample questions	To prepare for your examination you can download the sample exam on the previous page for free.	
Exam requirements	1. Understanding the definitions and principles of service quality management	10%
	2. Understanding the position of ISO/IEC 20000 in IT Service Management	40%
	3. The quality specifications for IT Service Management	35%
	4. The code of practice for IT Service Management	15%

Specification of the exam requirements

1. Understanding the definitions and principles of service quality management	1.1	The candidate understands quality
	1.2	The candidate understands continual improvement
2. Understanding the position of ISO/IEC 20000 in IT Service Management	2.1	The candidate understands the landscape of standards and frameworks
	2.2	The candidate understands the concepts of certification practices
	2.3	The candidate understands the concept of ISO/IEC 20000
3. The quality specifications for IT Service Management	3.1	The candidate understands the quality specifications for Management and Improvement of ITSM Processes
	3.2	The candidate understands the quality specifications for Alignment of IT and the Business
	3.3	The candidate understands the quality specifications for Delivery 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 Delivery of IT Services

List of basic concepts

This chapter contains the terms with which candidates should be familiar. Terms are listed in alphabetical order. For concepts whose abbreviation and full name are included in the list, both can be examined separately.

Please note that knowledge of these terms alone does not suffice for the exam; the candidate must understand and be able to apply the theory.

- Acceptance test environment
- Access rights
- Account
- Accountability
- Accounting
- Agreement
- Alignment
- Analysis
- Applicability
- Assessment
- Audit
- Audit criteria/scope
- Audit programme
- Auditability
- Auditor
- Availability and service continuity plan
- Availability and service continuity requirements
- Availability management
- Availability monitoring
- Availability plan
- Awareness
- Back-out plan
- Benchmark
- Best practice
- Budget
- Budgeting
- Budgeting and accounting for IT services
- Build and test releases
- Business drivers
- Business impact
- Business plan
- Business relationship management
- Business requirements
- Business results
- Capability
- Capacity management
- Capacity model
- Capacity plan
- Certification scheme
- Change (management)
- Change and Configuration management plan
- Change and release scheduling

- Change record evaluation
- Classification
- Closure of a service
- CMMI®
- CobiT™
- Common terminology
- Competent staff
- Complaints definition/process
- Compliance
- Compliments
- Component
- Configuration control
- Configuration records
- Configuration verification/audit
- Conformance
- Conformity
- Consistent approach
- Contact list
- Continual (not continuous)
- Continual service improvement (CSI)
- Continuity tests
- Contract (management)
- Contractual dispute (management)
- Contractual obligations
- Contractual requirements
- Control(s)
- Corporate policies and principles
- Corrective actions
- Costed changes
- Costed options
- Critical success factor (CSF)
- Current and predicted capacity
- Customer
- Customer alignment
- Customer focus
- Customer requirements
- Customer satisfaction (management)
- Deficiencies
- Definitive software library (DSL)
- Deming Cycle
- Desired results
- Digital configuration items
- Direct costs
- Disaster recovery
- Disruption
- Distributed environment
- Distribution
- Effectiveness
- Efficiency
- Electronic libraries

- Emergency change
- Emergency release
- End-to-end availability
- Escalation
- Evaluation
- Evidence
- External audit
- External change
- Factual approach to decision making
- Financial asset accounting
- Financial performance
- Finding
- First party audit
- Fit for purpose
- Focus
- Formal agreement
- Formal closure
- Forward schedule reports
- Framework
- Governance
- Hardware builds
- Impartiality
- Implementer
- Incident (management)
- Incident lifecycle management
- Industry consensus
- Information security management
- Information security policy
- Infrastructure configurations
- Infrastructure standardization
- Inputs
- Installation
- Insurance
- Integrated processes
- Integrity
- Interested parties
- Interfaces
- Internal audit
- Inter-relationship
- ISO 9000
- ISO/IEC 20000
- ISO/IEC 27001
- Issues
- IT assets
- IT Service (Management)
- IT Service Management system
- ITIL®
- ITSM scope
- JTC7/WG25
- Key performance indicator (KPI)

- Knowledge base
- Known errors
- Lead supplier
- Levels of service
- Liaison meeting
- Licenses
- Live environment
- Lost/degraded service
- Major incident
- Management control
- Management responsibility
- Management system
- Manpower
- Master copies
- Measurable
- Metrics
- Modelling
- MOF
- Monitor(ing)
- Mutually beneficial supplier relationship
- Natural workgroups
- Needs and expectations
- New/changed services
- Non-availability
- Non-compliance/non-conformance
- Objective(s)
- Objectivity
- Observation(s)
- Operational effectiveness
- Operational level agreement (OLA)
- Outage reports
- Outputs
- Overhead costs
- Packaging
- Part 1: Specification
- Part 2: Code of Practice
- Performance
- Plan-Do-Check-Act (PDCA) methodology
- Planned intervals
- Policy
- Post implementation review (PIR)
- Predictive analysis
- Preventive actions
- Prioritization
- Proactive identification
- Proactive reports
- Problem (management)
- Problem resolution
- Problem review
- Procedure

- Process
- Process approach
- Process based
- Process control records
- Process linkages
- Process owner
- Process performance
- Process-based quality management system
- Product quality
- Proposal
- Quality
- Quality circle
- Quality management system
- Quality objectives
- Quality policy
- Quality standards
- Quality toolset
- Reactive reports
- Recommendation(s)
- Recruitment requirements
- Relation to frameworks (neutral)
- Release (management)
- Release controls
- Release date
- Release notes
- Release package
- Release plan
- Release policy
- Release sign-off
- Release verification and acceptance
- Remedial actions
- Representative bodies
- Resource schedule
- Resources
- Response time(s)
- Responsibilities/roles
- Risk assessment
- Risk(s)
- Role(s)
- Roll-out (planning)
- Satisfaction analysis
- Scoping
- Second party audit
- Security breach
- Security control/agreements
- Security incident
- Security policy
- Security risk(s)
- Senior level
- Senior responsible owner

- Service
- Service (quality)
- Service acceptance criteria
- Service alignment
- Service and infrastructure changes
- Service capacity
- Service catalogue
- Service complaint
- Service components
- Service continuity management
- Service continuity plan
- Service continuity strategy
- Service definition
- Service improvement (targets)
- Service level (target)
- Service level agreement (SLA)
- Service level management
- Service management arena
- Service management capability
- Service management objectives
- Service management policy/plan
- Service management requirements
- Service management review
- Service performance
- Service provider
- Service recovery
- Service report(s)
- Service reporting (template)
- Service request(s)
- Service review
- Service scope
- Service upgrade
- Service workload
- Set of activities
- Shared resources
- Six Sigma®
- Skills
- Staff competencies
- Staff continuity
- Staff turnover
- Stakeholder(s)
- Stand-alone
- Structure
- Subcontracted supplier
- Suggestion scheme
- Supplier contract
- Supplier management
- Support documents
- Supporting services
- Survey

- System interface
- Targets
- Team and people satisfaction
- Technical infrastructure
- Template
- Test plan
- Test results
- Third party audit
- Threshold
- Tools
- Traceability (matrix)
- Tracking
- Training requirements
- Trend analysis
- Trend information
- Tune
- Unauthorized party
- Underlying cause of a problem
- Underpinning contract (UC)
- Urgency
- Variance
- Work instruction
- Workaround
- Workflow
- Workload characteristics
- Workload limits

Literature

A.

Leo van Selm

ISO/IEC 20000 An Introduction

The Netherlands, Van Haren Publishing, 2008

ISBN: 9 789 08753 0815

This book should be considered as core literature for candidates of the course.

ITIL® is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries.

CobiT™ is a registered trademark of the Information Systems Audit and Control Association (ISACA)/IT Governance Institute (ITGI).

CMMI® is a registered trademark of Carnegie Mellon University.

Six Sigma® is a registered trademark and service mark of Motorola, Inc.