



## Exam requirements

### Professional: Alignment of IT and the Business according to ISO/IEC 20000 (IS20PA.EN)

**Publication date** 01.12.2009

**Start date** 01-06-2008

**Summary** The examination Professional Certificate Alignment of IT and the Business according to ISO/IEC 20000 is designed to provide practical knowledge of how IT service providers should align the IT services to the needs of their customers and their own internal policies and strategies. For example, how a Service Level Agreement influences the service delivery.

**Target group** The target group for this qualification includes those personnel who are involved in a practical way in conducting service reviews (with the business and/or suppliers), defining and managing service levels, managing business/customer relationships (including account management), managing suppliers, managing finances, process improvement activities, producing service reports, and/or IT Service Management performance/balanced scorecard analysis.

**Context** The Professional Certificate Alignment of IT and the Business according to ISO/IEC 20000 is part of the ISO/IEC 20000 Qualification Scheme, which covers a series of exams that are aligned with the various roles in IT Service Management.

**Prerequisites** Before taking the Professional Certificate Alignment of IT and the Business according to ISO/IEC 20000 examination candidates must have undertaken training with an EXIN Accredited Training Provider and successfully completed the practical assignments. Candidates must hold the Foundation Certificate in IT Service Management according to ISO/IEC 20000 or an equivalent.

**Practical assignment** The candidate should successfully have completed the practical assignments.

<b>Examination details</b>	Examination type:	Computer-based or paper-based multiple-choice
	Time allotted for examination:	90 minutes
	Number of questions:	90 minutes
	Pass mark:	65 % (26 out of 40)
	Open book:	no

Electronic equipment permitted: no

<b>Sample questions</b>	A sample exam is available through your Accredited Training Provider.	
<b>Exam requirements</b>	1. Plan the processes for the Alignment of IT and the Business	20%
	2. Implement and manage the Alignment of IT and the Business	40%
	3. Measure, monitor and report on the Alignment of IT and the Business	20%
	4. Improve the Alignment of IT and the Business processes	20%

### Specification of the exam requirements

<b>1. Plan the processes for the Alignment of IT and the Business</b>	1.1 Planning the activities of the alignment processes 1.2 Planning policies, procedures, roles and tools 1.3 Planning interfaces with other processes 1.4 Planning for reporting and review
<b>2. Implement and manage the Alignment of IT and the Business</b>	2.1 Managing the implementation of the alignment processes 2.2 Applying policies, procedures, methods and techniques 2.3 Organizing and directing the alignment teams
<b>3. Measure, monitor and report on the Alignment of IT and the Business</b>	3.1 Reviewing the alignment processes 3.2 Reporting on the effectiveness and efficiency of the alignment processes 3.3 Reporting on the service performance
<b>4. Improve the Alignment of IT and the Business processes</b>	4.1 Defining and prioritizing improvements for the alignment processes

### List of basic concepts

This chapter contains the terms with which candidates should be familiar. Terms are listed in order of exam requirement. To avoid repetition, terms have usually been listed under the first examination 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.

- 1 Plan the processes for the Alignment of IT and the Business
- 1.1 Planning the activities of the alignment processes
  - Accounting
  - Annual Service Report
  - Budgeting
  - Budgeting & Accounting Policy

- Business Plans
- Complaints
- Compliments
- Customer
- Customer Satisfaction Survey
- Deviation from plan
- End User
- Lead Supplier
- Monthly Service Report
- Operational Level Agreements
- Quarterly Service Report
- Service Definition
- Service Level Agreements
- Service Level Alignment
- Service Level Requirements
- Service Provider
- Sub-contracted Supplier
- Supplier
- Tolerance
- Underpinning Contracts

1.2 Planning policies, procedures, roles and tools

- Architecture
- Business plans
- Business Relationship Manager
- Business requirements
- Capital Expenditure
- Company Financial Management Policy
- Contract Manager
- Customer Aligned
- Finance Analyst
- Finance Manager
- Finance Models
- Operational Expenditure
- RACI Matrix
- Service availability
- Service capabilities
- Service credits
- Service definitions
- Service hours
- Service Level Manager
- Service Level Monitoring Tools
- Service penalties
- Service performance
- Service quality
- Service Reporting Analyst
- Service Reporting Manager
- Service Reporting Tools
- Service reports
- Stakeholder Analysis

- Stakeholder Matrix
- Supplier Manager
- Technical Strategy
  
- 1.3 Planning interfaces with other processes
  - Alignment
  - Holistic View
  - Integration
  - Service Performance
  - Teamwork
  - Touchpoints
  
- 1.4 Planning for reporting and review
  - Communication Method
  - Critical Success Factors
  - Currency of Information
  - Face to face
  - Key Performance Indicators
  - Previous/Existing Process Issues
  - Process Importance
  - Remote communication
  - Review Plan
  - Service Report Catalogue
  - Source of Information
  - Target Audience
  - Targets
  - Trends
  
- 2 Implement and manage Alignment of IT and the Business
  - 2.1 Managing the implementation of the alignment processes
    - Effective Communication
    - Architecture
    - Technical Strategy
  
  - 2.2 Applying policies, procedures, methods and techniques
    - Alignment of agreements
    - Budget
    - Business relationship management process
    - Change management
    - Competencies
    - Contract Dispute
    - Costs
    - Early Contract Termination
    - Impact assessment
    - Normal Contract Termination
    - Operational Level Agreements
    - Risk management
    - Service Catalogue
    - Service Level Agreements
    - Service level management process

- Service reporting process
- Supplier management process
- Tools
- Underpinning Contracts
  
- 2.3 Organizing and directing the alignment teams
  - Authority
  - Competency Matching
  - Consolidating Roles
  - Experience
  - RACI
  - Role Allocation
  
- 3 Measure, monitor and report on the Alignment of IT and the Business
  - 3.1 Reviewing the alignment processes
    - Conformance
    - Contract Termination (early)
    - Contract Termination (expected end of contract)
    - Contractual dispute
    - Critical Success Factors
    - Key Performance Indicators
    - Metrics
    - Service definition
    - Targets
  
  - 3.2 Reporting on the effectiveness and efficiency of the alignment Processes
    - Annual Trend
    - Critical Success Factors (CSFs)
    - ISO/IEC 20000 Compliance
    - Key Performance Indicators (KPIs)
    - Process Effectiveness
    - Process Efficiency
    - Process Maturity
    - Process Penetration
    - Quarterly Trend
  
  - 3.3 Reporting on the service performance
    - Alignment
    - Consolidation
    - Filter Information
    - Fit for Purpose Reporting
    - Reporting tools
    - Service Report Catalogue
    - Business
    - Communication Plan
    - Internal Department
    - Key stakeholders
    - Lead Supplier
    - Sub-contracted Supplier

- 4 Improve the Alignment of IT and the Business processes
- 4.1 Defining and prioritizing improvements for the alignment Processes
  - Audit
  - Complaints
  - Compliments
  - Corrective action
  - Customer dissatisfaction
  - Customer satisfaction
  - Objective assessment
  - Service improvement
  - Subjective assessment
  - Trends
  - Assessment of improvement
  - Business benefit
  - Continual service improvement
  - Continual service improvement log

## Literature

- A. ISO/IEC  
**ISO/IEC 20000-1:2005(E) Part 1: Specification**  
Switzerland, ISO, 2005  
ISO/IEC 20000-1:2005(E)
- B. ISO/IEC  
**ISO/IEC 20000-2:2005(E) Part 2: Code of Practice**  
Switzerland, ISO, 2005  
ISO/IEC 20000-2:2005(E)
- C. Dr Jenny Dugmore and Shirley Lacy  
**Making Metrics Work (BIP 0032)**  
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ISBN 9 780 58047 4606
- D. Dr Jenny Dugmore and Shirley Lacy  
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- E. Dr Jenny Dugmore and Shirley Lacy  
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United Kingdom, BSi, 2006  
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- F. Dr Jenny Dugmore and Shirley Lacy  
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**G.**

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**ISO / IEC 20000 An Introduction**

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This book can replace **A** and **B** because it encompasses the text of the standard.

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