

Exam ITIL Service Manager

Manager's Certificate in IT Service Manager

Publication date 02-06-2004

Start date 01-07-2003

Target group The Manager's Certificate in IT Service Management is aimed at managers and consultants in IT Service Management, especially those who are involved in implementing ITIL or advising on ITIL.

Presumed knowledge

- Higher educational level or level obtained through practical experience or self-study.
- The Foundation Certificate in IT Service Management.
- Good spoken and written language skills.
- Speaking skills, presentation skills, empathy, meeting skills, teamwork skills.
- At least two years professional experience as manager or consultant in the field of IT management.

Exemption None.

Exam requirements

1. Analyse IT Service Management processes within an organisation
2. Designing organisational structure
3. Describing the IT Service Management processes
4. Assessing and auditing IT Service Management processes
5. Implementing change processes
6. Written reports
7. Management skills

In course assessment

Part of the examination is made up of an in course assessment, whereby examination requirement 7, management skills, is tested by an EXIN-accredited course provider. In order to obtain the Manager's Certificate in IT Service Management, the result of this in course assessment must be satisfactory. A list of accredited course providers can be found on [this website](#) or can be requested from EXIN.

Average number of hours study

320 study hours. These can be divided roughly as follows:

- Gaining an understanding of the literature on Service Support: 20 study hours
- Service Support Course: 40 study hours
- Gaining an understanding of the literature on Service Delivery: 20 study hours
- Service Delivery Course: 40 study hours
- Studying the ITIL Service Support modules and exercises: 60 study hours
- Studying the ITIL Service Delivery modules and exercises: 60 study hours
- Studying the general literature and exercises on written reports: 40 study hours
- Studying the general literature and exercises on project methodology: 40 study hours.

These numbers of study hours are only an indication. The study time required for general literature and exercises in written reports and project methodology depends heavily on competence and experience. The 80 hours stated are an indication for those who still require practice in this area.

Exam requirements specifications

The evaluated processes are:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Service Level Management
- Availability Management
- Capacity Management
- Financial Management for IT Services
- IT Service Continuity Management
- Security Management
- and the function Service Desk.

1. Analyse IT Service Management processes within an organisation

The candidate is able to analyse the IT Service Management processes within an organisation.

The candidate is able to describe the following for any given organisation:

- which processes are planned at which location
- which data is exchanged between the IT Service Management processes
- which data can be delivered from the IT Service Management processes to general management.

2. Designing organisational structure

The candidate is able to design an organisational structure to support the management and use of IT Service Management processes.

The candidate is able to:

- derive and formulate criteria from the company and organisation objectives from which he or she can determine the management and use of the IT infrastructure
- describe the reasoning behind the structure of the ITIL Service Management processes while, at the same time, taking account of the following:
 - the extent and complexity of the IT organisation
 - the extent and complexity of the IT infrastructure
 - the management structure
 - the corporate culture
 - job-related division of responsibilities
 - implementing, supervising and safeguarding division of responsibilities.

3. Describing the IT Service Management processes

The candidate is able to describe the IT Service Management processes, how they interrelate and how they should be applied.
The candidate is able to describe the following for any given IT Service organisation:

- the procedures and work instructions relating to the given IT Service organisation
- the processes and task descriptions relating to the remuneration structure, the level of training and the management structure of the given IT Service organisation
- the criteria for personnel recruitment, selection, placement, re-appointment and redundancy
- which criteria are used for the selection or development of IT support tools
- proposals for informing, training and educating employees.

4. Assessing and auditing IT Service Management processes

The candidate possesses the skills to audit and assess the operation of the IT Service Management processes in any given organisation.
For any given situation the candidate is able to:

- determine whether the ITIL Service Management processes are being implemented
- determine whether the organisational structure meets the requirements related to the IT Service Management processes
- check whether the minimum requirements regarding the procedures to be followed exist and whether they are met
- formulate specific recommendations for improving procedures and their operation
- verify whether the procedures are actually observed.

5. Implementing change processes

The candidate possesses the skills to make recommendations regarding the improvement or enhancement of IT Service Management processes.
The candidate is able to:

- formulate an initial plan for a change process;
- describe a project organisation;
- formulate project assignments and work instructions for the change process;
- give advice on the communications pertaining to the change process;
- explain who will evaluate the progress of the change process, or its component parts, and how this evaluation is to take place;
- describe a change process for either the structuring of a new or the restructuring of an existing organisation for the management and use of the IT infrastructure;
- contribute to the achievement of a change process by:
 - explaining the terminology to be used to the management as well as employees;
 - supervising the implementation of procedures and work instructions in the organisation;
 - explaining the methodology involved in a successful change process.

6. Written reports

The candidate possesses the effective written communications skills required to be ITIL Service Manager or consultant.

The candidate is able to produce the following documents:

- an initial plan
- a report
- a work instruction
- a procedure.

The formulation and structure of these documents should be such that they are acceptable to the target group. Within this context, if required, the following criteria are observed:

- legibility of the document
- spelling and grammar
- structure
- reasoning
- relevance
- style
- layout
- context.

7. Management skills

The candidate possesses the management skills that are necessary to function as a Project Leader or Manager in an IT management organisation.

The candidate possesses the following core competencies that are important for an IT Service Manager:

- problem analysis;
- problem-solving;
- creativity;
- interpersonal sensitivity;
- personal manner;
- leadership;
- delegating management control;
- planning / organising;
- initiative;
- perseverance;
- persistence;
- decisiveness;
- communication skills;
- interactive skills.

The candidate can demonstrate in an in-course assessment that he/she possesses the above core competencies through the following work forms:

- dialogue/three-way discussion;
- group work;
- meetings;
- interviews;
- presentations and follow-up discussions;
- analysis exercises;
- defending propositions and convincing others of them;
- plenary debate;
- making schedules and plans.

Literature

General literature

Service Delivery
Norwich/London: CCTA/ The Stationery Office, 2000
ISBN 0113300174

Service Support
Norwich/London: CCTA/ The Stationery Office, 2000
ISBN 0113300158

A. McDonnell
IT Services Organisation
Norwich/London: CCTA/ The Stationery Office, 1993
ISBN 011330563X

D. Ruffles, C. Hebden C. and N. Cresswell, N.
Planning and Control for IT Services
Norwich/London: CCTA/ The Stationery Office, 1994
ISBN 0113305486

J. Cazemier, P. Overbeek en L. Peters
Security Management
Norwich/London: CCTA/ The Stationery Office, 1999
ISBN 0113308604

The exam

Referral to literature and notes is not permitted.