# EXIN

**GET YOUR PEOPLE ITSM ISO/IEC 20000 CERTIFIED BY EXIN**

# CERTIFIED SATISFACTION

**EXIN | IT SERVICE MANAGEMENT ISO/IEC 20000**

# EXIN CERTIFICATION FOR IT SERVICE MANAGEMENT.
# PUTTING ISO/IEC 20000 INTO PRACTICE.

In almost every business the quality of IT Service Management (ITSM) determines the level of customer satisfaction. EXIN certification for ITSM provides an excellent basis for companies to implement and operate ITSM according to the internationally accepted ISO/IEC 20000 standard. The EXIN program supplements the essence of ITIL® with the quality thinking contained in the ISO approach, and adds role-based thinking.

*The actual value of services is realized once they are operational and are delivering value to the customer. IT Service Management (ITSM) frameworks and standards can be applied to optimize the effectiveness and efficiency of the services, develop a culture of continual improvement, and ensure compliance where required. This enables businesses to differentiate themselves in an increasingly competitive marketplace.*

EXIN certification for ITSM means that people can put ISO/IEC 20000 into practice. It's an extremely practical certification program. With four certification levels – Foundation, Specialist, Expert and Master - any IT professional can follow a complete certification program from operational to strategic level.

## DESIGN, DELIVER, SUPPORT AND IMPROVE

IT service management covers the design, delivery, support and improvement of IT related services to support business outcomes. The international standard for ITSM, ISO/IEC 20000:2011, makes it clear what is essential: the need to define and agree service requirements, plan resources to meet business outcomes, support service delivery and provide value for the customer and the service provider.

## EXIN ITSM PROGRAM BENEFITS

EXIN ITSM program uses real-life case studies to teach people how they can add value to the Service Management system in their own roles. The program focuses on practical issues and the minimum you need to do to achieve good Service Management. Training is short and there are interesting entry-level possibilities for candidates with prior ITIL® knowledge. The certification provides a common language, a uniform way of working, and a shared mindset.

EXIN ITSM program benefits
- Companies become more customer and service-oriented
- Use one common language for smooth cooperation
- Focus on the essential elements for cost-effective IT Service delivery
- Save time and money on certification compared to other programs in the market
- Increase customer satisfaction

Individual benefits EXIN certification
- Practical and concise multi-level program
- Grasp the essence of ITSM
- Less focus on theory, more time for practical assignments
- Minimal number of training days
- Complement your ITIL® certification
- Save on training costs

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# IT SERVICE MANAGEMENT MODULES

**EXIN**
**FOUNDATION IN
IT SERVICE MANAGEMENT**
based on ISO/IEC 20000
e-CF Level e-2 / Professional

## EXIN ITSM Foundation

This course builds the fundamental skills and knowledge enabling one to participate in teams working within Service Management. Emphasis is on the service management system (SMS) and service management processes, specifically the core concepts and basic terminology of ITSM based on ISO/IEC 20000:2011. Please note that successful completion of the Foundation exam is the prerequisite for continuing studies.

**EXIN**
**SPECIALIST IN
IT SERVICE MANAGEMENT**
based on ISO/IEC 20000
e-CF Level e-3 / Senior Professional

## EXIN ITSM Specialist

Strongly focuses on the install, plan, do and check activities of Deming's cycle (PDCA) and supports the elements of audit and improvement (act) across the service management system. This certificate is a prerequisite for the Expert and Master in IT Service Management based on ISO/IEC 20000, the next steps in the ITSM program.

**EXIN**
**EXPERT IN
IT SERVICE MANAGEMENT**
based on ISO/IEC 20000
e-CF Level e-4 / Senior Manager

## EXIN ITSM Expert

Focuses strictly on the requirements and necessary management activities for the service management system. The Expert module connects the information and practical skills gained from the Foundation and Specialist certifications. It demands the candidate to show a managerial view.

**EXIN**
**MASTER IN
IT SERVICE MANAGEMENT**
based on ISO/IEC 20000
e-CF Level e-5 / Principal

## EXIN ITSM Master

The Master Certificate is designed to provide evidence of the ability to create and evaluate the overall IT service management system. But also to initiate organizational change to meet the compliance requirements of an organization. The purpose of the seminar leading this certificate is to provide an opportunity to structure existing knowledge, skills and experience aligned with the international ISO/IEC 20000:2011.
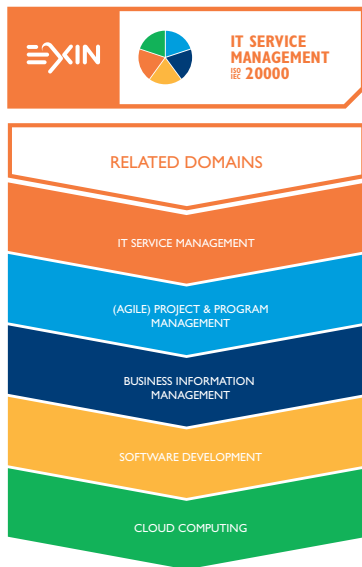
## ITSM IN RELATION TO OTHER DOMAINS

The EXIN exam portfolio is mapped to the 40 different ICT competences, described in the international e-Competence Framework. (e-CF)

In the EXIN portfolio, ITSM is part of the IT Service Management domain, which is related to the Run Competence area of the e-CF. ITSM is also linked to the Manage, Plan, Build and Enable area e-competences. You want to know which other exams we can offer you?

Please visit exin.com for our complete portfolio

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Sincerely,

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**YOUR ICT COMPETENCE PARTNER**