

Version 1.0

Last update: October 25, 2021

certm:nd



Syllabus

ISO 20000

Service Management System (SGS)
(ISO 20000:2018)

www.certmind.org



2021

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ISO 20000:2018 –Internal Auditor

Our goal at CertMind is to certify the skills of professionals working in the Technology context. To achieve this, we seek to ensure that professionals demonstrate their skills and knowledge through the application of an International Certification Exam.

Certification category

Main category: ISO standards

Category: Internal Audit

Subcategory: Service Management System (ISO 20000:2018)



Scope of certification

The purpose of the ISO 20000 - Internal Auditor Certification is to demonstrate that the professional has a practical understanding of the terminology, structure, and considerations for the definition, implementation, monitoring and auditing of a Service Management System (SMS); following the guidelines of ISO 20000:2018 (Service Management) and ISO 19011:2018 (auditing).

Prerequisites

- Be of legal age, according to the minimum age determined by law (according to the National Identity Card that must be uploaded to the platform).
- Have basic knowledge of reading, writing and basic arithmetic: addition, subtraction, multiplication and division.
- Reading and acceptance of the Code of Ethics available on the platform before taking the certification exam.

Code of Ethics

All certified professionals must know, accept and abide by the Code of Ethics, which is available for consultation on the platform.

Recommendations

- It is highly recommended that the professional attends a formal ISO 20000:2018 Internal Auditor training of at least 20 hours, segmented into 5 sessions of approximately 4 hours.



Required competencies and job description

In order to ensure that the professional has the minimum competencies and knowledge that can be applied in a real environment, the following topics are addressed in the exam:

Module	Job Description	Required competencies
1. Introduction	Identify, within the context of the organization in which the professional practice is developed, the importance and general aspects of the development of a Service Management System within the organization.	<ol style="list-style-type: none"> 1. What is a Service Management System 2. History of ISO 20000 3. Approach of the last update 4. High-level structure of Annex SL 5. Alignment of the standard with ITIL and ISO 27000 6. Certification process for people and organizations 7. Scope and benefits of the standard
2. ISO 20000 Concepts	Plan and execute monitoring and review activities to establish the organizational context that affect the ability of the Quality Management System to achieve the expected results.	<ol style="list-style-type: none"> 1. Understand the concept of IT Process Management 2. To understand the concept of Management System 3. Understanding what a standard is 4. Know and identify different best practices and where they can be located within the SMS 5. Understand what an I.T. service is
3. Parts of ISO 20000	<ul style="list-style-type: none"> • Clearly identify the requirements necessary to implement a Service Management System in an organization. • To know the parts of ISO 20000, through which Service Management is supported. 	<ol style="list-style-type: none"> 1. ISO 20000 part 1 2. ISO 20000 part 2 3. ISO 20000 part 3 4. ISO 20000 part 6 5. ISO 20000 part 7 6. ISO 20000 part 10

Module	Job Description	Required competencies
4. Service Management System Requirements	To clearly understand the requirements of the ISO 20000 standard that enable the design, implementation, monitoring and improvement of a Service Management System within the organization.	<ol style="list-style-type: none"> 1. Context of the organization. 2. Leadership 3. Planning 4. Service Management System Support. 5. Service Management System Operation 6. Performance Evaluation 7. Improvement
5. Guidelines for the audit	<ul style="list-style-type: none"> •Define, implement, review and improve the audit program. •Prepare and disseminate the audit plan. •Coordinate and conduct the opening meeting. •Prepare reports of findings. •Conduct interviews to the owners and participants of the processes. •Classify audit findings. •Prepare the final audit report. •Coordinate and conduct the closing meeting. •Determine and evaluate the competencies required by an auditor. 	<p>Management of an audit program</p> <ol style="list-style-type: none"> 1. Principles of auditing 2. Definition of the objectives of the audit program 3. Definition of the audit program 4. Implementation of the audit program 5. Follow-up of the audit program 6. Review and improvement of the audit program

Module	Job Description	Required competencies
5. Guidelines for the audit		<p>Performing the audit</p> <ol style="list-style-type: none"> 1. Start of the audit 2. Preparation of the audit activities 3. Conducting the audit activities 4. Preparation and distribution of the audit report 5. Completion of the audit 6. Performance of audit follow-up activities <p>Competence and evaluation of an auditor</p> <ol style="list-style-type: none"> 1. Determine the auditor's competence 2. Establishing the auditor's evaluation criteria 3. Selecting the auditor's evaluation method 4. Conducting the auditor's evaluation 5. Maintaining and improving auditor competence

Evaluation of competencies

CertMind performs two types of assessment to ensure that the professional has the required competencies:

- 1. Multiple choice questions with only one answer:** this evaluation modality consists of theoretical questions of multiple-choice single answer that seek to measure the degree to which the professional has understood the theoretical concepts of the certification.
- 2. Case study:** Its structure is similar to that of the questions mentioned in the previous section, the difference being that, instead of asking about a particular concept, it presents a description of a situation that takes place in the real context and that must be analyzed by the professional in such a way that he/she can first identify the problem and then evaluate which of the options presented reflects the best solution to the problem situation.

Competition	Questions (1)	Case study (2)
Master the basic concepts and context of ISO 20000:2018.	X	X
understand the basic concepts related to Service Management Systems (SMS).	X	
Understand the parts that make up the ISO 20000 standard, clearly understanding its scope.	X	
Identify and understand the requirements defined in the ISO 20000 standard for the implementation of an Information Services Management System (ISMS).	X	X
The professional clearly understands the considerations for managing an audit program in the organization, following the guidelines of the ISO 19011 standard for auditing a management system.	X	X

Competition	Questions (1)	Case study (2)
It includes the phases for conducting an internal audit, following the guidelines of the ISO 19011 standard.	X	X
Understand the importance of assessing and maintaining the competence of an auditor, following the guidelines of ISO 19011.	X	X

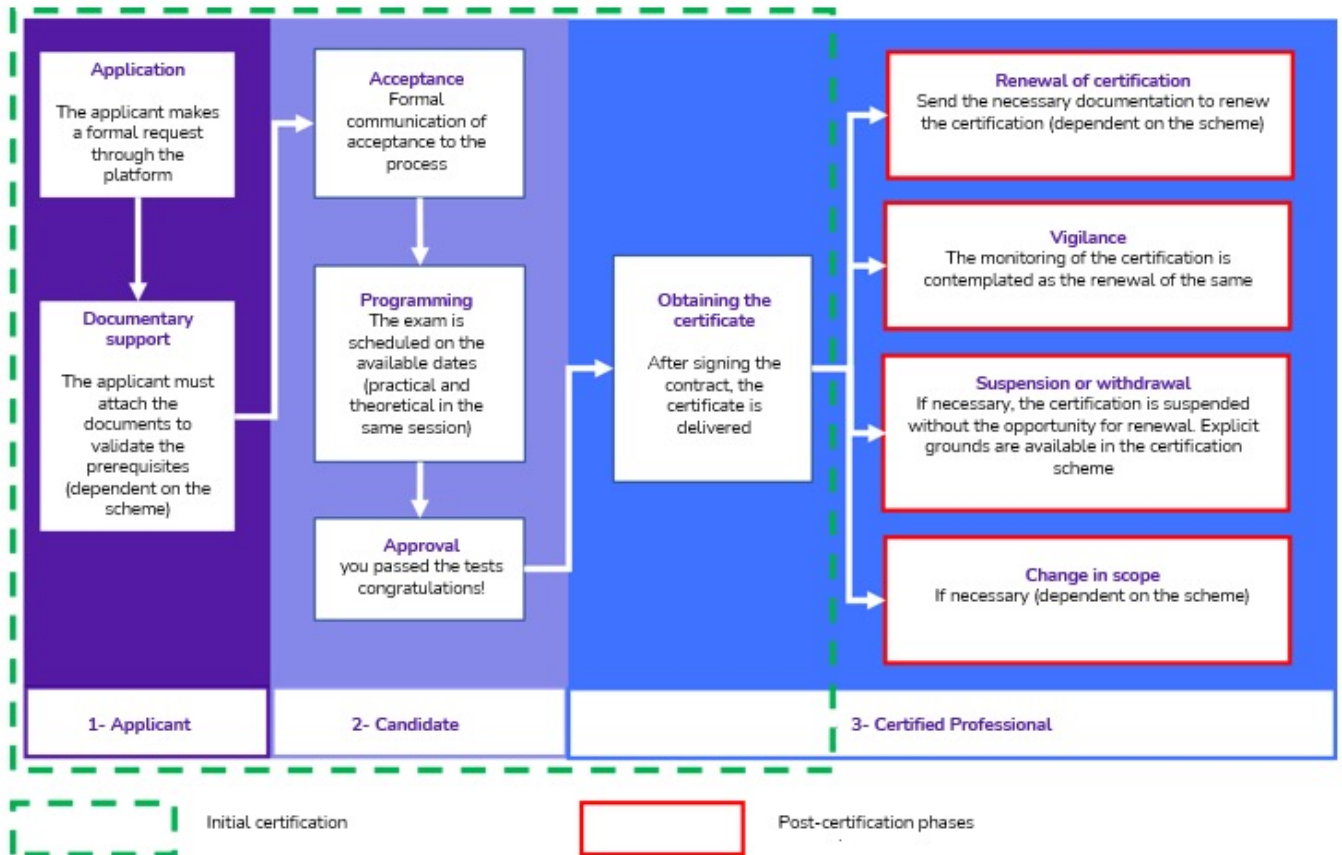
Who should take this exam?

This exam is ideal for individuals or teams interested in IT service management according to ISO 20000:2018, or related to a Service Management System (SMS).

Roles such as: information security officers, project specialists, support engineers, auditors, information systems risk analysts, IT suppliers, SGS consultants.

Certification process

The following chart shows the general life cycle for obtaining a certification:



Each of the phases for obtaining certification for the first time is described below; the phases after obtaining the certificate (red-bordered boxes) will be explained later.

- 1. Request for certification:** the applicant submits his or her certification application, on the QuizLab platform or through the partner company (where the applicant has taken his or her training). Once the application is approved, the applicant's profile is created in CertMind.
- 2. Documentary support:** the applicant must attach in the CertMind platform his or her identity document and additionally complete the registration of his or her resume (CV).

3. Verification and acceptance: the platform verifies the applicant's compliance with the prerequisites, once verified, the application is accepted and the applicant becomes a candidate for the certification process.

4. Programming: the call for the presentation of the exam is made, directly on the platform or through its representative. The format of the exam is explained below:

- **Type:** 40-question, multiple-choice, single-answer online exam.
- **Duration:** 60 minutes.
- **Minimum passing grade:** 28/40 or 70%.
- **Additional time:** If the professional does not take the exam in his/her native language, he/she will have an additional 15 minutes and is also allowed to use a dictionary.
- **Supervision:** CertMind monitors the tests to ensure that they are performed correctly and transparently through the Invigilator Program (also known as "Proctor"). To learn more about this surveillance mechanism, please visit the following website www.certmind.org
- **Open book:** No.
- **Modality:** Available online only on the CertMind platform.
- **Validity :** 5 Years.
- **Others:** All applicants are required to read and accept the company's code of ethics and terms and conditions.

Levels of Difficulty: Bloom's Taxonomy

Bloom's Taxonomy is a theory known in the educational sector because many teachers consider it suitable for evaluating the cognitive level acquired in a subject. The objective of this theory is that after a learning process, the learner acquires new skills and knowledge. The following table presents a description of the categories of Bloom's taxonomy present in the certification exam, as well as a description of in the certification exam, as well as the percentage of each type of question in the exam.

Module	Level 1	Level 2	Level 3
Description	Knowledge. It can comprise remembering a wide range of elements, from specific data to complete theory. But all that is needed is to bring to mind the appropriate information.	Compression. This can be demonstrated by passing, or translating, material from one form to another (words to numbers), interpreting the material (explaining or summarizing), and estimating future trends (predicting consequences or effects).	Application. Refers to the ability or capacity to use the material learned in concrete, new situations.
Percentage of questions present in the exam	40%	30%	30%

Note: For more information on the monitoring system visit our web site <https://certmind.org>.

5. Obtaining the certificate: once the exam is passed and the terms and conditions contract is accepted, the certification is delivered

Renewal, surveillance and withdrawal of certification

This phase occurs after the professional has obtained his or her certification. Renewal refers to the reissuance of the certification once its validity has come to an end. Surveillance refers to CertMind's supervision of the professional's performance during the period between certification and recertification to ensure compliance with the stipulations of this certification scheme. The activities that the certified professional must perform in order to obtain recertification are described below:

1. Application for recertification: before the certification becomes invalid, the certified professional submits his or her recertification application on the QuizLab platform. In case the certification loses its validity, the professional must go through the certification process again.

2. Registration of PUC's: the certified professional is required to register 30 PUC's every 5 years for certification renewal.

For more information about the Professional Update Credits (PUC) system visit our website <https://certmind.org>. The certified professional must attach the supports that accredit the PUC's in the CertMind platform.

3. Validation of documentation: the platform verifies compliance with the PUC's of the certified professional, once verified, the recertification application is accepted.

4. Obtaining recertification: Once the documents have been validated, the new certification is delivered.

Criteria for suspension or withdrawal of certification

Certification will be withdrawn from the professional in the following cases:

1. Failure to comply with the code of ethics.
2. Failure to comply with the requirements of the scheme.
3. Unsatisfactory results of the surveillance process.
4. Inability to continuously meet the competency requirements of the scheme.

Changes to the certification scheme

The ISO 20000:2018 - Internal Auditor certification scheme does not contemplate changes in scope as currently no extensions or reductions in scope or level apply.



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