integratedITSM™ Essentials

SYLLABUS

ISE Syllabus 3.0 April 2024

integratedITSM Essentials Certification

The integratedITSM Essentials certification is governed by Professional Designations.

Professional Designations is the official certification and examination institute for many business and IT professionals.

Our vision is simple, yet powerful: Inspire Excellence.

Registered training partners of Professional Designations are authorized to deliver courses leading to certification.

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1. Introduction

This certification provides IT professionals with the essential knowledge required to understand how integratedITSM is a key part of the holistic integrated IT service management as a quality system, as well as being crucial to ensuring IT services are provisioned and support high standards of effectiveness, availability, and reliability – and produce results.

The three-day certification is focused on two primary areas: the importance of an 'integrated' IT service management approach and the enabling functions, processes, and resources needed to support the operation of, as well as underpin nine essential IT service management processes.

The core IT service management processes included in the curriculum are:

1. Business relationship management
2. Service level management
3. IT asset management
4. Configuration management
5. Incident management
6. Request management
7. Problem management
8. Change management
9. Release and deployment management

Prerequisite

There are no prerequisites for this certification. This certification course is suitable for anyone working in IT or in roles that interact with IT.

Eligibility

To be eligible for the exam leading to certification, candidates must fulfill the following criteria:

- Complete the integrated IT service management essentials education as part of a formally approved training course

THE integratedITSM™ DESIGNATION SCHEME

This certification course is part of Professional Designations' new designation scheme for integratedITSM and is required to achieve the following designations:

- integratedITSM™ Champion
- integratedITSM™ Professional
- Organizational Change Management Architect™
- IT Business Relationship Management Architect™
- Value Stream Mapping Architect™
- IT Performance and Improvement Management Architect™

2. Exam Overview

Material allowed	None	This is a 'closed book' exam.
Exam duration	60 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time; i.e., 75 minutes. Candidates are advised to contact their training provider to make these arrangements *prior to the exam.*
Number of questions	40 questions	There are 40 questions, each worth one (1) mark. There is no negative marking.
Pass mark	26 marks	Candidates must get 26 questions correct (65%) to pass the exam.
Question types	Standard, missing word, list, negative	The questions are all multiple-choice: ▪ 'Standard' questions include a question and four answer options. ▪ 'List' questions include a list of four statements with multiple answer options. ▪ 'Missing word' questions include a statement with a missing word and four answer options. ▪ 'Negative' questions comprise a statement that contains the word 'NOT' and aligns with the answer option that correctly identifies the sought-after incorrect information.

3. Topic-Level Exam Breakdown

Syllabus areas

This syllabus groups the units of learning related to concepts in topics that are then grouped into syllabus areas.

Bloom's level describes the type of thinking needed to answer the question. The certification uses Bloom's Taxonomy of educational objectives to construct the exams. The exam contains level 1 questions that test the learner's **knowledge** of the content, level 2 questions that test the learner's **comprehension** of the content, and level 3 questions that test the learner's **ability to apply** the content.

WEIGHTING (exam questions per topic)	**TOPIC NAME**
Four (10%)	1.0 Introduction to Integrated IT Service Management
Three (7.5%)	2.0 Business Relationship Management
Three (7.5%)	3.0 Service Level Management
Three (7.5%)	4.0 IT Asset Management
Three (7.5%)	5.0 Configuration Management
Five (12.5%)	6.0 Incident Management
Four (10%)	7.0 Request Management
Four (10%)	8.0 Problem Management
Five (12.5%)	9.0 Change Management
Five (12.5%)	10.0 Release and Deployment Management
One (2.5%)	11.0 IT Performance and Improvement Measurement

4. Learning Objectives and Bloom's Levels

Topic 1 – Introduction to Integrated IT Service Management

Learning objectives	Bloom's level
1.1 Define the concept of systems thinking.	1
1.2 Describe The integratedITSM System.	1
1.3 Explain the concepts of customers, products, services, and customer value.	1
1.4 Identify the key process management importance, its concepts, and roles.	1

Topic 2 – Business Relationship Management

Learning objectives	Bloom's level
2.1 Identify the purpose and key objectives of business relationship management.	1
2.2 Identify the policy considerations for business relationship management.	2
2.3 Describe each of the themes of the business relationship management process.	2
2.4 Identify the key actors supporting the business relationship management process.	1
2.5 Identify the key process integrations with business relationship management.	2
2.6 Distinguish the key inputs and outputs of business relationship management.	2
2.7 Describe the enablers for business relationship management.	2
2.8 Identify the key performance indicators to support the measurement of the business relationship management process.	1

Topic 3 – Service Level Management

Learning objectives	Bloom's level
3.1 Identify the purpose and key objectives of service level management.	1
3.2 Define the key terms related to the service level management process.	1
3.3 Identify the policy considerations for service level management.	2
3.4 Describe each of the themes of the service level management process.	2
3.5 Identify the key actors supporting the service level management process.	1
3.6 Identify the key process integrations with service level management.	2
3.7 Distinguish the key inputs and outputs of service level management.	2
3.8 Describe the enablers for service level management.	2
3.9 Identify the key performance indicators to support the measurement of the service level management process.	1

Topic 4 – IT Asset Management

Learning objectives	Bloom's level
4.1 Identify the purpose and key objectives of IT asset management.	1
4.2 Define the key terms related to the IT asset management process.	1
4.3 Identify the policy considerations for IT asset management.	2
4.4 Describe each of the themes of the IT asset management process.	2
4.5 Identify the key actors supporting the IT asset management process.	1
4.6 Identify the key process integrations with IT asset management.	2
4.7 Distinguish the key inputs and outputs of IT asset management.	2
4.8 Describe the enablers for IT asset management.	2
4.9 Identify the key performance indicators to support the measurement of the IT asset management process.	1

Topic 5 – Configuration Management

Learning objectives	Bloom's level
5.1 Identify the purpose and key objectives of configuration management.	1
5.2 Define the key terms related to the configuration management process.	1
5.3 Identify the policy considerations for configuration management.	2
5.4 Describe each of the themes of the configuration management process.	2
5.5 Identify the key actors supporting the configuration management process.	1
5.6 Identify the key process integrations with configuration management.	2
5.7 Distinguish the key inputs and outputs of configuration management.	2
5.8 Describe the enablers for configuration management.	2
5.9 Identify the key performance indicators to support the measurement of the configuration management process.	1

Topic 6 – Incident Management

Learning objectives	Bloom's level
6.1 Identify the purpose and key objectives of incident management.	1
6.2 Describe the different incident types.	2
6.3 Describe what is meant by response and resolution time frames.	2
6.4 Identify the policy considerations for incident management.	2
6.5 Describe each of the themes of the incident management process.	2
6.6 Identify the key actors supporting the incident management process.	1
6.7 Identify the key process integrations with incident management.	2
6.8 Distinguish the key inputs and outputs of incident management.	2
6.9 Describe the enablers for incident management.	2
6.10 Identify the key performance indicators to support the measurement of the incident management process.	1

Topic 7 – Request Management

Learning objectives	Bloom's level
7.1 Identify the purpose and key objectives of request management.	1
7.2 Describe the purpose of a request catalog.	1
7.3 Identify the policy considerations for request management.	2
7.4 Describe each of the themes of the request management process.	2
7.5 Identify the key actors supporting the request management process.	1
7.6 Identify the key process integrations with request management.	2
7.7 Distinguish the key inputs and outputs of request management.	2
7.8 Describe the enablers for request management.	2
7.9 Identify the key performance indicators to support the measurement of the request management process.	1

Topic 8 – Problem Management

Learning objectives	Bloom's level
8.1 Identify the purpose and key objectives of problem management.	1
8.2 Identify the policy considerations for problem management.	2
8.3 Describe each of the themes of the problem management process.	2
8.4 Identify the different methods of root cause analysis.	2
8.5 Identify the key actors supporting the problem management process.	1
8.6 Identify the key process integrations with problem management.	2
8.7 Distinguish the key inputs and outputs of problem management.	2
8.8 Describe the enablers for problem management.	2
8.9 Identify the key performance indicators to support the measurement of the problem management process.	1

Topic 9 – Change Management

Learning objectives	Bloom's level
9.1 Identify the purpose and key objectives of change management.	1
9.2 Identify the factors that drive change lead times.	2
9.3 Differentiate between high-, medium-, and low-priority risk changes.	2
9.4 Identify the policy considerations for change management.	2
9.5 Describe each of the themes of the change management process.	2
9.6 Identify the key actors supporting the change management process.	1
9.7 Identify the key process integrations with change management.	2
9.8 Distinguish the key inputs and outputs of change management.	2
9.9 Describe the enablers for change management.	2
9.10 Identify the key performance indicators to support the measurement of the change management process.	1

Topic 10 – Release and Deployment Management

Learning objectives	Bloom's level
10.1 Identify the purpose and key objectives of release and deployment management.	1
10.2 Define the key terms related to the release and deployment management process.	1
10.3 Identify the policy considerations for release and deployment management.	2
10.4 Describe each of the themes of the release and deployment management process.	2
10.5 Identify the release planning considerations.	2
10.6 Identify the key actors supporting the release and deployment management process.	1
10.7 Identify the key process integrations with release and deployment management.	2
10.8 Distinguish the key inputs and outputs of release and deployment management.	2
10.9 Describe the enablers for release and deployment management.	2
10.10 Identify the key performance indicators to support the measurement of the release and deployment management process.	1

Topic 11 – IT Performance and Improvement Management

Learning objectives	Bloom's level
11.1 Identify the seven common errors IT makes related to measurement.	2
11.2 Identify the traits of effective performance measures.	1
11.3 Differentiate between three types of measurement: technology, process, and service measures.	2

5. Glossary

TERM	DEFINITION
asset management: hardware (HAM)	A system of business processes that monitors, evaluates, and manages hardware assets across the life of the asset
asset management: software (SAM)	A system of business processes that monitors, evaluates, and manages software assets including software licenses
agile (adjective)	Able to move quickly and easily; well-coordinated; able to think and understand quickly; able to solve problems and have new ideas
Agile (development)	These are development methods in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams; usually applied in the context of software development using approaches such as the Scrum and Scaled Agile Framework (SAFe).
business	This describes an overall corporate entity or organization comprising a number of business units. In the context of IT service management, the term includes public sector and not-for-profit organizations, as well as private companies.
business case	This is a written document or verbal presentation that contains the reasons for initiating a project or task. A business case describes the benefits, costs, and risks of an undertaking and is used by decision-makers to approve or reject the endeavor.
business partner	This is an alternative name for an internal business customer organization. The term, partner, is sometimes preferred when the use of customer is reserved for external customers.
business relationship management	The process of aligning IT services and capabilities with the strategic goals and needs of the business
change	Any management activity that includes the addition, modification, removal, or transfer of service components related to an IT service
change approver	An identified individual or group of people authorized to assess and approve changes
change lead time	This is the amount of time between the initiation of a change request and its implementation. It measures how quickly an organization can respond to changing customer needs, market conditions, or internal processes. Change lead time can be influenced by factors such as the complexity of the change, the availability of resources, the level of stakeholder involvement, and the quality of communication.
change management	The process of ensuring that changes are aligned with business objectives and minimize risks and disruptions of change
change record	A record that contains the status and details of a change; also see the term change request

TERM	DEFINITION
change risk level: high (normal type)	Changes that contain one or more of the following characteristics: ▪ A potential impact on a business-critical service ▪ The significant dedication of cross-functional resources ▪ A significant financial outlay ▪ A change that affects the business direction and plan of the company ▪ A change that needs to be implemented prior to normal lead times
change risk level: low (normal type)	Changes with a minimal negative impact on services that are not presently on the preapproved list
change risk level: medium (normal type)	Changes that may affect one or more customers but do not impact a business-critical service that represents a higher risk or do not necessarily require a significant dedication of resources to implement
change request	A request to schedule and obtain approval to deploy a change into a live environment; also see the term change record
change schedule	A calendar of scheduled changes that is published and shared with all stakeholders
classification	The arrangement of something according to shared qualities or characteristics
configuration (artifact)	The standard configuration: software configuration, the old use of the term, which is now known as trunk management in DevOps vernacular, focuses on documenting and storing software artifacts that are version controlled and refer to an actual instance of a script housed as code in a software repository
configuration (noun)	The current configuration: what the current configuration of an IT asset, device, or end-to-end service model is
configuration (verb)	To configure: the act of configuration via orchestration, provisioning, and deployment tools
configuration management	The process of supporting all ITSM processes, service teams, and product teams by identifying CIs and providing accurate and actionable information about CIs, including the relationships between them
consumer	From a Lean as well as an ITSM perspective, a consumer is an organization, group, or individual who receives the value of a service. In this context, the term can be applied to any organization, group, or individual within or outside an organization that receives services from a service provider. Two types of consumers exist – tactically, customers negotiate and agree on services with providers; operationally, end users consume and utilize services.
critical success factor (CSF)	This is a key element of a process that must be in place for the process to successfully achieve its purpose and objectives. More broadly, a critical success factor is a management term for an element that is necessary for an organization or project to achieve its mission.

TERM	DEFINITION
customer	A consumer that negotiates and agrees upon services with a provider; also see the term consumer
demand	Any source of demand on the IT service provider's time or resources for the delivery of customer value outcomes
deploy	To move a release into a live environment
DevOps	This is an organizational and cultural movement that aims to increase software delivery velocity, improve service reliability, and build shared ownership among software stakeholders. DevOps aims to establish a culture and environment where building, testing, and releasing software can happen rapidly, frequently, and more reliably. [*DevOps Research and Assessment (DORA)*]
end user	A consumer that consumes and utilizes services
escalation	The involvement of additional resources to respond to an activity
feature toggle	A mechanism that allows code to be deployed to a live environment without being visible or available for use by a customer/user; feature toggles are commonly used by product, engineering, and DevOps teams for canary and dark releases
function	A unit, group, or role within an organization that performs a specific set of work activities
functional requirement	Requirements related to features or functions that enable end users to accomplish their tasks
incident	Any service event that is an exception to expected and agreed-upon service performance characteristics and attributes
incident matching	An approach used to match and group incidents that have common characteristics
incident: major	This is an incident of significant service disruption that directly or indirectly impacts customer outcomes and also requires an immediate response not supported by the timelines and escalation models used in the normal incident management process. Typically, it's handled via a separate nonlinear process.
incident: normal	An incident that can tolerate a normal level of response and restoration based on agreed-upon service levels
incident: security	An incident that compromises the confidentiality, integrity, or availability of an information system or the data it contains
incident: resolution time	The total time elapsed from when an incident is reported or detected to when it is resolved or closed
incident: response time	The total time elapsed from when an incident is reported or detected to when it is acknowledged by an analyst

TERM	DEFINITION
incident: response and resolution targets	The incident response and resolution targets requested by the customer; incident management response and resolution times relate to a level of process performance; targets need to be achievable and negotiated with all stakeholders concerned; individually negotiated service level agreements (SLAs) with customers/lines of business may take precedence over generic overall incident response and resolution targets
incident management	The process of minimizing the disruption of business activities by restoring service(s) as quickly as possible
internal support agreement	An agreement with the internal support/technical team; internal support agreements must align and support (or underpin) SLAs; SLAs are constrained by existing internal agreements and vendor (third-party) contracts that cannot be changed; also see the term vendor contract
IT asset	Any physical, logical, or virtual component that needs to be tracked and managed for financial and/or risk-based reasons
IT asset: non-standard	IT assets that are NOT preapproved for use and must be uniquely assessed when requested
IT asset: repository	Information storage for IT assets that includes those in use and those in storage that provides a logical representation of the asset inventory
IT asset: standard	IT assets or a combination of IT assets, as well as the IT asset vendors that are preapproved for use
IT asset management	The process of identifying and managing the full life cycle of all IT assets and ensuring their value is optimized while managing regulatory, compliance, and security risks
IT environment	This is the physical and virtual infrastructure that an organization uses to support the development and delivery of its products and services. Most organizations have multiple IT environments that serve different purposes such as development, testing, staging, and production (or live).
IT service management (ITSM)	This framework ensures IT services meet the stated goals of the business. It is a set of policies, processes, and technologies for implementing, delivering, managing, and improving IT services.
IT strategy	A comprehensive plan that outlines how technology should be used to meet IT and business goals (*TechTarget*)
key performance indicator (KPI)	A specific measurable attribute related to a critical success factor (CSF)
Lean	A production philosophy that focuses on reducing waste and improving the flow of processes to improve overall customer value
measures/metrics	Something that is being measured for some purpose or reason; general metrics or measures are not KPIs in that they are not connected to a CSF; also see the terms key performance indicator and critical success factor

TERM	DEFINITION
measures: process	These are measures that determine process effectiveness and efficiency by capturing them in the form of CSFs, KPIs, and activity-based measures for the service management processes. These measures can help determine the overall health of a process; for example, incidents restored within the SLA and requests provisioned within expected time frames.
measures: service	These are measures that identify if the outcomes and/or results of customer services are occurring according to expectations or an agreement; for example, the number of claims processed, payroll processing time, and the average time to generate student report cards.
measures: technology	These are measures associated with the technology domain, device, component, and application-based metrics; for example, the capacity of a server, the performance of an application, or the utilization level of a CPU.
measurement system	A collection of units of measurement and rules and relating them to each other
model	A predefined approach to how work is defined, classified, actioned, or prioritized
nonfunctional requirement	Requirements related to the performance of a system, product, or service rather than specific features or functionality (e.g., availability, capacity, continuity, reliability, maintainability, security, supportability)
organization	An organization is typically designed by structuring groups of people around a set of business functions. An organizational structure is typically represented by what is referred to as an organizational chart, which is closely based on the business functions.
policy	A set of ideas or a plan of what to do in particular situations that have been agreed upon officially by a group of people or a business organization (*Cambridge Dictionary*)
prioritization (priority)	This is a classification structure used to identify the relative importance of something. The priority may also be influenced by risk, resource availability, and the effort required; the priority typically identifies the required times for actions to be taken.
problem	An unknown underlying cause or set of causal factors or the potential cause of one or more incidents
problem management	The process of identifying, removing, and/or mitigating the cause or contributing factors of service disruption
process	A set of related activities designed to achieve a predetermined output
process coordinator	The role responsible for the day-to-day management of a process
process owner	The role accountable for an end-to-end process

TERM	DEFINITION
process worker	An individual who fulfills one or more procedures within a process
product	Tangible or digital goods that are created, manufactured, and sold to meet specific needs
release (noun)	A set of service changes; also see the term release package
release (verb)	The set of actions required to make a set of service changes (release) available for use
release acceptance criteria	The inputs from key stakeholder groups related to the requirements for release validation and testing; these requirements ensure a release meets its functional and nonfunctional requirements for the IT service provider and customer
release and deployment management	The process to coordinate the transition of service changes safely, effectively, and efficiently to a production environment to support business and customer value objectives
release classification: emergency	This is a release executed in conjunction with an emergency change. Emergency releases are typically fixes that require implementation as quickly as possible to prevent a significant customer impact and/or the loss of key business functions.
release classification: major	This is a release that requires extensive planning, development, and/or acquisition, testing, and user training activity efforts. Risk levels are typically medium to high.
release classification: minor	This is a release to fix small reliability problems or implement specific functionality requirements that do not have to wait until the next major release. While the full release process applies to minor releases, the acceptance and testing criteria are adjusted appropriately based on risk, and the risk levels are typically low.
release package	A grouping of changes and release types; a release package is created when changes to one product or service may require changes to be made to others
release type: blue/green	A blue/green release is a software deployment strategy that minimizes downtime and risk by running two identical production environments called ‘blue’ and ‘green’. At any time, only one of the environments is live, serving all production traffic. The other environment is idle, ready to be deployed with the next version of the software. Once the software is deployed and tested on the idle environment, the traffic is switched to it. This way, the software release can be rolled back quickly in case of any issues.
release type: canary	This involves rolling out a new version of an application to a small subset of users before deploying it to the entire user base. It allows developers to test the performance and functionality of the new version and identify any issues or bugs before affecting all users. Canary releases can help reduce the risk of introducing errors or breaking changes to a production environment.

TERM	DEFINITION
release type: dark	A new functionality is launched/deployed, but the new functionality is not visible to end users.
request	A form of demand and/or a claim from an end-user for a standard service offering or an option to which they are entitled
request catalog	This is a collection of identified requests that users can submit and is designed to meet user needs efficiently and effectively. It often includes the request name, description, category, priority, approval workflow, and fulfillment tasks.
request management	The process of addressing end-user requests using defined workflows to meet the agreed-upon performance and service delivery standards
requirement	A thing that is needed or wanted; also see the terms functional requirement and nonfunctional requirement
requirement: functional	Requirements related to features or functions that enable end users to accomplish their tasks
requirement: nonfunctional	These are requirements related to the performance of a system, product, or service rather than specific features or functionality (e.g., availability, capacity, continuity, reliability, maintainability, security, and supportability).
risk	This is a measure of the extent to which an entity is threatened by a potential circumstance or event and is typically a function of (1) the adverse impacts that would arise if the circumstance or event occurs; and (2) the likelihood of occurrence (National Institute of Standards and Technology).
root cause	The contributing or causal factors underlying a nonconformance (e.g., service disruption or reduction)
root cause analysis (RCA)	A collective term that describes a wide range of approaches, tools, and techniques used to uncover causes of problems
service	Intangible offerings that involve expertise, support, or assistance
service acceptance criteria	A set of criteria used to validate that the IT service meets the customer's outcome expectations related to its functional and nonfunctional requirements
service component	A component or object that is part of an IT environment related to the management and delivery of an IT service
service component: logical or abstract	Sets of objects with similar properties, common behavior, and common relationships to other objects that DO NOT have a physical or virtual instance
service component: physical or virtual	A set of objects that have either a physical, tangible instance, or virtual instance; a resource that is software-defined, digital in nature, and can be configured independently

TERM	DEFINITION
service component repository	A database that contains details about the attributes and history of each configuration item (CI) and details of the important relationships between CIs
service desk	A point of contact with an organization that supports engagement activities for end-user demand such as incidents and requests
service improvement plan (SIP)	A temporary or permanent improvement activity resulting from a service review to support either service provider or customer value objectives
service level	A performance measurement of a service characteristic required to support service provider or customer outcome requirements
service level agreement (SLA)	This is a documented set of expectations between a service provider and a customer that outlines agreed-upon responsibilities and the performance of both parties in a service exchange for a defined IT service. A single SLA may cover multiple IT services or multiple customers. Also, see the terms internal support agreement and vendor contract.
service level management (SLM)	The process of ensuring that the services delivered by the IT organization meet the expectations and needs of the business stakeholders in a consistent and cost-effective manner
service level requirements (SLR)	A customer requirement for a service characteristic or attribute to support expected outcomes
service level target	The expected performance level of a service characteristic as negotiated and agreed upon in a service level agreement
service owner	A single point of accountability for a specific service
service portfolio	A complete list of the services managed by a service provider
service provider	This is an organization that negotiates and agrees upon services with customers and provides services to end users. The customers and end users may be internal or external to the service provider organization, and the term, service provider, is often used as an abbreviation for IT service provider.
service reporting	Activities that produce and deliver current-state performance levels in comparison to targeted or expected service characteristics and attributes
site reliability engineering	A discipline that incorporates aspects of software engineering and applies that to IT operations problems
status tracking	Status tracking applies to an incident, request, problem, change, or any capability process record that requires tracking progress throughout their life cycle. This facilitates proper handling and status reporting using indicators such as open, in progress, resolved, and closed.
test	A way of evaluating and verifying that a product or service or component meets specified requirements

TERM	DEFINITION
test: backout	Tests to ensure that the backout plan associated with a release will successfully restore the service to its last known state
test: end-user acceptance	Tests that the release meets criteria defined or expected by the customer
test: functional acceptance	Tests that the release meets the functional/feature criteria defined by the requester
test: production acceptance	Tests to ensure the release meets the criteria defined for the live environment (e.g., reliability, monitoring, impact on other systems, etc.)
test: regression	Tests a previously tested release in an integrated environment, following modification, to ensure that faults have not been introduced or uncovered
test: security	Tests for vulnerabilities of the system/service and determines that the data and resources are protected from possible attacks; ensures that the software system and application are free from any threats or risks that can cause end-user impact
The integratedITSM™ System	Is an IT management system that describes how IT aligns with the business to enable business value
value	Value is the perceived worth, excellence, usefulness, or importance (dictionary.com) of something as defined by the consumer.
vendor contract	This is an external agreement with suppliers (or third-party providers). Supplier contracts must align and support the SLA, which is referred to as underpinning the SLA. The SLA will also be constrained by existing internal support agreements and third-party contracts that cannot be changed. Also see the term internal support agreements.

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