

Competency	Performance Criteria	Evidence Guide
<p>1. Understand the application of an Information Technology Service Management System (ITMS) in the context of ISO20000:2005.</p>	<p>1.1 The intent and requirements of each clause of ISO20000:2005 can be described in the context of a given business/industry sector.</p> <p>1.2 The documentation required by ISO20000:2005 and the interrelationships between the documented Information ITSMS, ITSMS planning, policy, objectives and requirements are explained within the context of a given business/industry sector.</p> <p>1.3 Evidence needed to demonstrate conformity to the requirements of ISO20000:2005 is identified.</p> <p>1.4 Information Technology (IT) terminology and service management-specific terminology is correctly used.</p> <p>1.5 The operational effectiveness of the entire ITSMS, including the Plan, Do, Check, Act (PDCA) process approach used to develop, implement and improve the effectiveness of the ITSMS, and continual monitoring and improvement is evaluated within the context of a given business/industry sector.</p> <p>1.6 Audit reference documentation is suitable and appropriate to the requirements of ISO20000:2005 in the context of the auditee business size, industry, environment and sensitivity.</p>	<p>1.1 The intent and requirements of ISO20000:2005 are defined, without error, giving examples for specific business/industry sectors.</p> <p>1.2 The documentation required for conformity to ISO20000:2005 is defined, with omission or deviation justified. Interrelationships between documentation required for conformity to ISO20000:2005 such as ITSMS planning, policy and objectives are accurately defined, giving examples for specific business/industry sectors.</p> <ul style="list-style-type: none"> • Differing requirements for documentation in a variety of organizational situations are accurately defined. <p>1.3 Audit evidence to demonstrate conformity to the clauses of ISO20000:2005 is identified, with omission or deviation justified, giving examples for specific business/industry sectors.</p> <ul style="list-style-type: none"> • The principles and practices of auditing ISO20000:2005 and related standards are accurately described. <p>1.4 Correct terminology for ITSMS audit reporting is demonstrated.</p> <p>1.5 Evidence required to demonstrate the operational effectiveness of a documented ITSMS is defined, using ISO20000:2005 as the reference, with omission or deviation justified, giving examples for specific business/industry</p>

	<p>1.7 The relationship between service management capability within the context of the organization's business and customers' requirements and ISO20000:2005 is demonstrated in the context of an ITSMS audit in a given business/industry sector.</p>	<p>sectors.</p> <p>1.6 Information included in an audit report to ensure that it accurately reflects the requirements of ISO20000:2005 is accurately defined, giving examples of specific business/industry sectors.</p> <p>1.7 The difference between service management capability within the context of the organization's business and customers' requirements and conformity with ISO 20000:2005 requirements, in the context of an ITSMS audit, is accurately defined.</p>
<p>2. Understand the relationship of the ITSMS, including deliver managed services assessment and requirements, to service management processes belonging to the organization, its customers, and suppliers.</p>	<p>2.1 The relationship of a documented ITSMS and service management processes belonging to an organization, its customers and suppliers is explained.</p> <p>2.2 Deliver managed services assessment methodologies to improve IT service are evaluated to verify the degree of conformity and effectiveness in identifying quality services of the ITSMS.</p> <p>2.3 ITSMS requirements are explained in different organizational contexts.</p>	<p>2.1 The relationship between a documented ITSMS and information assets included in the scope of the ITSMS is accurately defined, giving examples for specific business/industry sectors.</p> <p>2.2 Deliver managed services assessment methodologies appropriate to the evaluation of IT service in specific business/industry sectors are accurately described in accordance with ISO 20000:2005.</p> <p>2.3 Requirements appropriate for the management of IT services processes are accurately defined, giving examples for specific business / industry sectors.</p>