ITSM.express Practitioner Certification Syllabus

Certification details

Certification definition

Candidates who have achieved the ITSM.express Practitioner certification are expected to be able to apply ITSM.express in real life situations and solve service management issues in various scenarios based on its guidance.

Certification context

ITSM.express is a minimalist, free system that covers the essentials of service management. It has been created specifically so that it can be easily learned, applied and taught. The audience is primarily people and organizations that are starting their journey in service management, building a new service management system or improving an existing one.

The content, while minimalist, remains consistent with ISO/IEC 20000-1:2018. While ISO/IEC 20000-1 and most other (IT) service management systems treat service management actions independently, this manual shows how to create an effective management system through four major service management actions: Define, Produce, Provide, and Respond.

Certification requirements

Candidates can become certified by passing the ITSM.express Practitioner exam.

Validity of the certification

The certification is valid for life.

Certification exam details

Exam format

The general exam regulations apply to this exam; you can read them here (link).

Number of questions	40 questions
Passing score	70 %
Exam type	multiple choice
Exam time	60 minutes
Question cognition levels	Bloom level 1 - 3
Allowed material	open book
Available languages	English
Attempts per voucher	1 attempt for the main exam
Guess correction	no
Invigilation	No invigilation

Exam Syllabus

Candidates must read the certification syllabus below to get a complete overview of the reference materials for each exam category.

Category	Weight	Level of cognition

Define
  • *Governance*
  • *Risk management*
  • *Consumer interaction*
	11 questions	Bloom level 2 - 3

Build
  • *Service design*
  • *Service monitoring*
  • *Change management*
  • *Release and deployment management*
	12 questions	Bloom level 2 - 3

Provide
  • *Protect – Information Security*
  • *Access Control*
  • *Improve*
	6 questions	Bloom level 2 - 3

Respond
  • *Service Desk*
  • *Measuring successful outcomes*
  ∉ *The response process*
	11 questions	Bloom level 2 - 3

Literature

The knowledge tested in this exam is based on the following literature. It is advised to study the following materials:

Title: ITSM.express Manual v1.1
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