



Area code	Area title	Topic code	Topic name	Outcome code	Learning outcome: the candidate can:	weight and # Questions - SPD exam	weight and # Questions - SOC exam				
F	Implementing the Service Management System	F.1	FitSM and IT service management	F.1.1	explain the purpose and structure of the FitSM standard and the need and motivation for IT service management	20% - Six questions from F1-F5	20% - Six questions from F1-F5				
				F.1.2	explain the terms and concepts within a service management system (SMS), including processes, policies and procedures						
				F.1.3	explain the key elements of a process, including, goals, triggers, inputs, outputs, activities, roles and responsibilities, and KPIs						
		F.2	IT service management processes and tools	F.2.1	explain the structuring of the FitSM processes between Service Planning & Delivery and Service Operations & Control.						
				F.2.2	explain the need for processes and appropriate tool support in IT service management						
		F.3	The FitSM role model	F.3.1	explain the concepts of generic and specific roles within the FitSM role model						
				F.3.2	explain the crosscutting roles within an SMS including SMS owner, SMS manager and service owner						
				F.3.3	explain the typical process level roles within an SMS including process owner, process manager, case owner and process staff.						
		F.4	General aspects: management accountability and documentation	F.4.1	explain the need for top management engagement in IT service management implementation and related requirements, activities and outputs						
				F.4.2	explain what needs to be documented to support effective IT service management and approaches to document control						
		F.5	General aspects: setting scope and the PDCA cycle	F.5.1	explain the purpose of the scope statement, its benefits and the risks of setting scope incorrectly						
				F.5.2	explain the concept of a service management plan and how it is implemented						
				F.5.3	explain the role of measurements, assessments and audits in implementing an SMS						
				F.5.4	explain the handling of nonconformities and deviations from goals and their resolution via the CSI process.						
		G	Service Planning and Delivery in the implementation of a service management system	G.1	Implementing the Service Portfolio Management Process			G.1.1	explain the objective, key concepts and requirements of the SPM process	80% - 24 questions, 3 each from G.1 to G.8	N/A
								G.1.2	explain the inputs, key activities, outputs and interfaces of the SPM process		
G.1.3	explain the typical roles involved in the SPM process										
G.1.4	understand the most important practical implementation aspects of the SPM process										
G.2	Implementing the Service Level Management Process			G.2.1	explain the objective, key concepts and requirements of the SLM process						
				G.2.2	explain the inputs, key activities, outputs and interfaces of the SLM process						
				G.2.3	explain the typical roles involved in the SLM process						
				G.2.4	understand the most important practical implementation aspects of the SLM process						
G.3	Implementing the Service Reporting Management Process			G.3.1	explain the objective, key concepts and requirements of the SRM process						
				G.3.2	explain the inputs, key activities, outputs and interfaces of the SRM process						
				G.3.3	explain the typical roles involved in the SRM process						
				G.3.4	understand the most important practical implementation aspects of the SRM process						
G.4	Implementing the Service Availability & Continuity Management Process			G.4.1	explain the objective, key concepts and requirements of the SACM process						
				G.4.2	explain the inputs, key activities, outputs and interfaces of the SACM process						
				G.4.3	explain the typical roles involved in the SACM process						
				G.4.4	understand the most important practical implementation aspects of the SACM process						
G.5	Implementing the Capacity Management Process			G.5.1	explain the objective, key concepts and requirements of the CAPM process						
				G.5.2	explain the inputs, key activities, outputs and interfaces of the CAPM process						
				G.5.3	explain the typical roles involved in the CAPM process						
				G.5.4	understand the most important practical implementation aspects of the CAPM process						
G.6	Implementing the Information Security Management Process			G.6.1	explain the objective, key concepts and requirements of the ISM process						
				G.6.2	explain the inputs, key activities, outputs and interfaces of the ISM process						
				G.6.3	explain the typical roles involved in the ISM process						
				G.6.4	understand the most important practical implementation aspects of the ISM process						
G.7	Implementing the Customer Relationship Management Process			G.7.1	explain the objective, key concepts and requirements of the CRM process						
				G.7.2	explain the inputs, key activities, outputs and interfaces of the CRM process						
				G.7.3	explain the typical roles involved in the CRM process						
				G.7.4	understand the most important practical implementation aspects of the CRM process						
G.8	Implementing the Supplier Management Process			G.8.1	explain the objective, key concepts and requirements of the SUPPM process						
				G.8.2	explain the inputs, key activities, outputs and interfaces of the SUPPM process						
				G.8.3	explain the typical roles involved in the SUPPM process						
				G.8.4	understand the most important practical implementation aspects of the SUPPM process						

H	Service Operation and Control in the implementation of a service management system	H.1	Implementing the Incident & Service Request Management Process	H.1.1	explain the objective, key concepts and requirements of the ISRM process	N/A	80% - 24 questions, 4 each for H.1 to H.6
				H.1.2	explain the inputs, key activities, outputs and interfaces of the ISRM process		
				H.1.3	explain the typical roles involved in the ISRM process		
				H.1.4	understand the most important practical implementation aspects of the ISRM process		
		H.2	Implementing the Problem Management Process	H.2.1	explain the objective, key concepts and requirements of the PM process		
				H.2.2	explain the inputs, key activities, outputs and interfaces of the PM process		
				H.2.3	explain the typical roles involved in the PM process		
				H.2.4	understand the most important practical implementation aspects of the PM process		
		H.3	Implementing the Configuration Management Process	H.3.1	explain the objective, key concepts and requirements of the CONFM process		
				H.3.2	explain the inputs, key activities, outputs and interfaces of the CONFM process		
				H.3.3	explain the typical roles involved in the CONFM process		
				H.3.4	understand the most important practical implementation aspects of the CONFM process		
		H.4	Implementing the Change Management Process	H.4.1	explain the objective, key concepts and requirements of the CHM process		
				H.4.2	explain the inputs, key activities, outputs and interfaces of the CHM process		
				H.4.3	explain the typical roles involved in the CHM process		
				H.4.4	understand the most important practical implementation aspects of the CHM process		
		H.5	Implementing the Release & Deployment Management Process	H.5.1	explain the objective, key concepts and requirements of the RDM process		
				H.5.2	explain the inputs, key activities, outputs and interfaces of the RDM process		
				H.5.3	explain the typical roles involved in the RDM process		
				H.5.4	understand the most important practical implementation aspects of the RDM process		
		H.6	Implementing the Continual Service Improvement Management Process	H.6.1	explain the objective, key concepts and requirements of the CSI process		
				H.6.2	explain the inputs, key activities, outputs and interfaces of the CSI process		
				H.6.3	explain the typical roles involved in the CSI process		
				H.6.4	understand the most important practical implementation aspects of the CSI process		