



OpenSM™ Foundation
Syllabus v1.1
September 2022

1 Purpose

This syllabus covers the OpenSM Foundation examination (hereafter referred to as OpenSMF). The OpenSM Foundation qualification aims to introduce candidates to the management of modern IT-enabled services, explain the meaning of common terminology and key concepts, and show how to improve their organisation's work with the guidance provided by OpenSM. Furthermore, the qualification enables the candidate to understand the OpenSM service management framework and its evolution to adopt modern technologies and working methodologies.

The OpenSM Foundation examination is designed to assess whether the candidate demonstrates sufficient recollection and understanding of the OpenSM service management framework, as described in the syllabus below, to achieve the OpenSM Foundation qualification. The OpenSM Foundation qualification is a prerequisite for the higher OpenSM qualification levels, which assess the candidate's ability to apply understanding of the concepts of the different parts of the OpenSM framework in a context.

The target audience for this document is:

- People involved in Service Management
- Service Managers
- Human Resources Managers
- Accredited training organisations.

This syllabus informs the design of the exams and provides accredited training organizations with a more detailed breakdown of what the exams will assess.

2 OpenSM Qualification

2.1 Purpose of the OpenSM Qualification

The purpose of the OpenSM Foundation is to measure whether a candidate has sufficient knowledge and understanding of Service Management, sufficient to start helping teams and organizations adopt OpenSM.

2.2 Target Audience

This qualification is primarily aimed at individuals wishing to build their competence as a Service Manager either in preparation for taking on that role or as somebody already fulfilling the role who wants to ensure that they are serving their team and their organization in the right way. Individuals involved in using the OpenSM framework or responsible for managing those that do will also benefit from the full and correct understanding of OpenSM that is demonstrated by this qualification.

2.3 High Level Performance Definition of a Successful Foundation Candidate OpenSM

The candidate who meets this High Level Performance Definition should as a minimum be able to recall, recognize and demonstrate understanding of the ITSM Key Concepts and Terminology, Guiding Principles, Sustainability in IT and Guidelines, including terms used, process steps and roles involved.

3 Assessment Model

Each learning outcome in the High Level Performance Definition requires the candidate to demonstrate specific knowledge and skills. For each learning outcome a number of learning outcome measures are identified which are evaluated in the examination, to confirm that the learning outcome has been achieved. These learning outcome measures are shown as syllabus topics and define the scope of the standard required to achieve the qualification.

A classification widely used when designing assessments for certification and education is the Bloom's Taxonomy of Educational Objectives. This classifies learning objectives into six ascending learning levels, each defining a higher degree of competencies and skills. (Bloom et al, 1956, Taxonomy of Educational Objectives).

OpenSM™ have incorporated this into a Learning Outcomes Assessment Model that is then used to develop each qualification's Assessment Model. The model provides a simple and systematic means for assessing and classifying the learning outcome measures.

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This structured approach helps to ensure:

- The appropriate level is identified for a qualification
- A clear delineation in learning level content between different qualifications
- Wording is standardized and syllabi are presented consistently across OpenSM™'s qualification portfolio
- Exam questions and papers are consistent in their design.

The Foundation qualification examines at levels 1 (recall) and 2 (understand).

The Advanced qualification tests at levels 2 (understand), 3 (apply) and 4 (analyse).

OpenSM™ Assessment Model				
	1. Knowledge	2. Comprehension	3. Application	4. Analysis
OpenSM Learning Level Definition	<i>remember previously learned information</i>	<i>grasp the meaning and make sense of information</i>	<i>use information to perform a skill or task</i>	<i>identify whether information has been used appropriately according to the rules and guidance</i>
Generic OpenSM Headers <i>For introducing the learning outcome measures (topics) in the Syllabus</i>	Recall terms and key facts about concepts, principles and procedures from the reference material	Understand key facts, concepts, principles and procedures from the reference material	Apply key facts, concepts, principles and procedures to a given scenario	Differentiate between appropriate and inappropriate use of the reference material in a given scenario
Qualification Example	Recall terms and key facts about the concepts, roles, events and artefacts relating to a syllabus area	Understand the concepts, roles, events and artefacts relating to a syllabus area	Apply the OpenSM framework to the syllabus area within the context of a given scenario	Differentiate between appropriate and inappropriate use of the OpenSM framework within the context of a given scenario

4 Qualification Scope

The definition of scope for each qualification is presented in the syllabus tables at the end of this document. Each syllabus area is a unit of learning that relates to the reference material or training course module.

The following syllabus areas are identified:

Syllabus Area Code	Syllabus Area Title
CT	Key concepts and terminology ITSM
SB	Basic Concepts Sustainability
PG	Guiding Principles
CC	Key Competencies of the Service Provider
AO	Holistic Approach
SI	Sustainability in IT and ITSM
PV	Value Stream Bridge and Value Construction Paths
GM	Governance/Management
CM	Continuous Improvement
TT	Automation tools for ITSM and new technology trends
PI	Processes and Guidelines - Introduction
PA	Processes and Guidelines - Insight

5 Syllabus Presentation

For each syllabus area the learning outcome measures are presented in order of learning level and are introduced by a standard header. There is only one header at each learning level for each syllabus area. The wording in this header is derived from the Assessment Model. Each measure is specific to a learning level.

The scope of each examination is shown by a tick in the respective column to the right of the topic description.

Advanced qualification requirements are a summation of the Foundation and Advanced learning outcome measures. All Foundation level requirements are required for Advanced level but are assumed to have been met and are not directly assessed again, although Foundation level knowledge and understanding will be used when demonstrating Advanced application and analysis learning outcomes.

Each of the syllabus areas is presented in a similar format as follows::

Syllabus Area Code			Syllabus Area :	Foundation	Advanced	Primary References
CO [2]			Concepts (CO) [1]			
Level	Topic	Sub-Topic				
Recall terms and key facts about the concepts, principles and procedures relating to syllabus area. [3]						
Specifically to recall:						
1 [4]	1 [5a]	1 [5b]	[6] Three pillars of empirical process control theory: 1. Transparency 2. Inspection 3. Adaptation	[7] ✓		[8] P4

Key to the Syllabus Area table

1	Syllabus Area	Unit of learning, e.g. course module, key activity area or section of the reference guide.
2	Syllabus Area Code	A unique 2 character code identifying the syllabus area.
3	Learning Level Header	Header introducing the syllabus topics (learning outcome measures) for a given learning level.
4	Level	Learning level of the learning outcome measure.
5a	Topic Reference	Number of the topic within the learning level.
5b	Sub-Topic Reference	Number of the sub-topic within the learning level.
6	Topic Description (Learning Outcome Measure)	Precise and specific description of what is required of the candidate to demonstrate that a learning outcome has been achieved.
7	Foundation	Shows at which qualification level the topic is assessed. Note: A measure is only applied at one qualification level.
8	Primary Reference	The main reference supporting the learning outcome measure.

6 Important Points

The following points about the use of the syllabus should be noted.

6.1 OpenSM Vanilla Material (VM) Body of Knowledge References

“OpenSM Vanilla Material” Body of Knowledge (BoK) references provided should be considered to be indicative rather than comprehensive, i.e. there may be other valid references within the guidance.

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
CT			<i>Key concepts and terminology ITSM (CT)</i>		
Level	Topic	Sub-Topic			
Recall key definitions and terminology relating to IT service management and the main ITSM models. Specifically:				3Q	
1	1	1	Summary information on the main ITSM models: 1) ITIL™ 2) ISO20000 3) FitSM™ 4) VeriSM™ 5) IT4IT™ 6) Cobit™	✓	1.1
1	2	1	Definition of Service	✓	1.4
1	2	2	Definition of Output	✓	1.4
1	2	3	Definition of Outcome	✓	1.4
1	3	1	Definition of Service Catalog	✓	1.4
1	4	1	Definition of Stakeholder	✓	1.4
1	5	1	Definition of Service Organization	✓	1.4
1	5	2	Definition of Service Relationship	✓	1.4
Understand key concepts around IT Service Management				3Q	
2	1	1	What is Service Management	✓	1.1
2	2	1	Service Value – Description and Qualitative Aspects	✓	1.4
2	2	3	Service Value – Quantitative Aspects <ul style="list-style-type: none"> • Functionality (Fit for purpose) • Quality (Fit for Use) 	✓	1.4
2	3	1	Definition of Business Service Catalog (Service Offering) and its primary components	✓	1.4
2	4	1	Definition of Service provider	✓	1.4

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
CT			Key concepts and terminology ITSM (CT)		
2	4	2	Definition of Consumer and sub-roles: 1) Customer 2) User 3) Sponsor	✓	1.4

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
SB			Basic Concepts Sustainability (SB)		
Level	Topic	Sub-Topic			
Recall key standards relating to Sustainability. Specifically:				1Q	
1	1	1	Summary information on Sustainability: 1) ISO26000 2) ISO20400 3) ISO14000 4) ISO45001 5) ISO50001 6) Green IT	✓	1.2
Comprehension key concepts around Sustainability.				1Q	
2	1	1	What is Sustainability	✓	1.2

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
PG			Guiding Principles (PG)		
Level	Topic	Sub-Topic			
Knowledge concepts relating to this syllabus area. Specifically:				1Q	
1	1	1	Approach to Principles in OpenSM™ OpenSM™	✓	2.3
Understand key concepts around Guiding Principles				3Q	
2	1	1	Definition and Characteristics of the Guiding Principles	✓	2.1
2	1	2	Possible approaches in methodologies with respect to the Guiding Principles	✓	2.1

Syllabus Area Code PG			Syllabus Area: Guiding Principles (PG)	Foundation	Primary BoK VM Ref.
2	1	3	Approach to Guiding Principles in the main ITSM models: <ol style="list-style-type: none"> 1) ITIL™ 2) ISO/IEC 20000 3) FitSM™ 4) VeriSM™ 5) IT4IT™ 6) Cobit™ 	✓	2.2
2	1	4	Aspects to be addressed with the Principles in OpenSM™ <ul style="list-style-type: none"> • Business Orientation • Agility • Optimisation • Digitisation • Innovation • Automation • Waste reduction • Integration with other models 	✓	2.3
2	1	5	Number and structure of OpenSM™ Principles: <ul style="list-style-type: none"> • Statement • Rationale • Implication 	✓	

Syllabus Area Code CC			Syllabus Area: Key Competencies of the Service Provider (CC)	Foundation	Primary BoK VM Ref.
Level	Topic	Sub-Topic			
Recall key facts, terms and concepts relating to this syllabus area. Specifically:				2Q	

Syllabus Area Code CC			Syllabus Area: <i>Key Competencies of the Service Provider (CC)</i>	Foundation	Primary BoK VM Ref.
1	1	1	Description of Key Competences: 1) Planning 2) Communicate 3) Engage 4) Planning 5) Develop 6) Implement 7) Deliver 8) Support 9) Acquire 10) Improve	✓	3
1	1	2	Relationship between ITSM Processes and Key Competences	✓	3
Understand Key Competences for the Service Provider				2Q	
2	1	1	Definition, characteristics and role of the Key Competences for the Service Provider	✓	3
2	2	1	Key competences and exchanges with the outside world	✓	3

Syllabus Area Code AO			Syllabus Area: <i>Holistic Approach (AO)</i>	Foundation	Primary BoK VM Ref.
Level	Topic	Sub-Topic			
Knowledge of the relationship between all of the parts of a whole. Specifically:				1Q	
1	1	1	Personnel and Organisation	✓	4.2
1	1	2	Value Streams, Processes and Procedures	✓	4.2
1	1	3	Internal and External Suppliers	✓	4.2
1	1	4	Information Technology	✓	4.2
Understand the Holistic Approach in different models				1Q	
2	1	1	Definition and meaning of the Holistic Approach for the Service Provider	✓	4.2

Syllabus Area Code AO			Syllabus Area: <i>Holistic Approach (AO)</i>	Foundation	Primary BoK VM Ref.
2	1	2	The Holistic Approach in the main ITSM models: 1) ITIL™ 2) ISO/IEC 20000 3) FitSM™ 4) VeriSM™ 5) IT4IT™ 6) Cobit™	✓	4.2

Syllabus Area Code SI			Syllabus Area: <i>Sustainability in IT and ITSM (SI)</i>	Foundation	Primary BoK VM Ref.
Level	Topic	Sub-Topic			
Recall key facts, terms and concepts relating to this syllabus area. Specifically:				1Q	
1	1	1	Sustainability by Design	✓	4.4
Understand key concepts around Sustainability in IT and ITSM				2Q	
2	1	1	Sustainability in IT	✓	4.4
2	2	1	Environmental Impact and ITSM Guidelines	✓	5.4
2	2	2	Social Impact and ITSM Guidelines	✓	5.4
2	2	3	Working Environment and ITSM Guidelines	✓	5.4
2	2	4	Suppliers/Procurement and ITSM Guidelines	✓	5.4

Syllabus Area Code PV			Syllabus Area: <i>Value Stream Bridge and Value Construction Paths (PV)</i>	Foundation	Primary BoK VM Ref.
Level	Topic	Sub-Topic			
Recall key facts, terms and concepts relating to this syllabus area. Specifically:				2Q	
1	1	1	The Value Stream Bridge - definition and role	✓	4.1
1	1	2	Principles as the foundation of the Bridge	✓	4.1

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
PV			<i>Value Stream Bridge and Value Construction Paths (PV)</i>		
1	1	3	The Pillars of the Bridge <ul style="list-style-type: none"> Holistic Approach Distinct Governance and Management Sustainability Continuous Improvement 	✓	4.1
1	1	4	Value Construction Pathways - Description	✓	4.6
Comprehension key concepts around Value Stream				2Q	
2	1	1	The Value Stream Bridge - Representation and Structure	✓	4.4
2	1	2	Key Competences as "stations" in the Value Construction Pathway	✓	4.6

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
GM			<i>Governance/Management (GM)</i>		
Level	Topic	Sub-Topic			
Understand terms relating to this syllabus area. Specifically:				1Q	
2	1	1	Definition of Governance and the importance of distinguishing Governance from Management	✓	4.3
2	1	2	The macro-activities of Governance: <ul style="list-style-type: none"> Monitor Evaluate Direct 	✓	4.3
2	1	3	RACI Matrix	✓	4.3

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
CM			<i>Continuous Improvement (CM)</i>		
Level	Topic	Sub-Topic			
Knowledge key facts, terms and concepts relating to this syllabus area. Specifically:				1Q	
1	1	1	Continuous Improvement - Purpose	✓	4,5

Syllabus Area Code CM			Syllabus Area: Continuous Improvement (CM)	Foundation	Primary BoK VM Ref.
1	1	2	Continuous Improvement - Role, typical tools: <ul style="list-style-type: none"> • Improvement Register • SWOT Analysis • Balanced Scorecard • Assessment • Metrics and measurements 		
1	1	3	PDCA	✓	4.5
1	1	4	Continuous Improvement Cycle	✓	4.5

Syllabus Area Code TT			Syllabus Area: <i>Automation tools for ITSM and new technology trends (TT)</i>	Foundation	Primary BoK VM Ref.
Level	Topic	Sub-Topic			
Recall key facts, terms and concepts relating to this syllabus area. Specifically:				2Q	
1	1	1	Typical ITSM tool functionalities <ul style="list-style-type: none"> • Workflow engines • Knowledge System • Collaboration tools 	✓	5.3
1	2	1	DevOps – Definition, impacts on ITSM	✓	5.3
1	2	2	Cloud Computing – Definition, impacts on ITSM	✓	5.3
1	2	3	The main Cloud delivery modes: <ul style="list-style-type: none"> • IAAS • PAAS • SAAS 	✓	5.3
1	2	4	Internet of Things – Definition, impacts on ITSM	✓	5.3
1	2	5	Artificial Intelligence – Definition, impacts on ITSM	✓	5.3
Understand the ITSM Process Automation				1Q	
2	1	1	ITSM Process Automation <ul style="list-style-type: none"> • Role of tools • Adoption and Adaptation 	✓	5.3

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
PI			<i>Processes and Guidelines - Introduction (PI)</i>		
Level	Topic	Sub-Topic			
Recall key facts, terms and concepts relating to Processes and Guidelines				1Q	
1	1	1	Process – Definition and Purpose	✓	5.1
1	1	2	Process – Component, Value	✓	5.1
1	2	1	ITSM Processes/Guidelines with respect to OpenSM™ affinity areas	✓	5.2
Comprehension of the structuring of ITSM processes				1Q	
2	1	1	The structuring of ITSM processes and guidelines according to OpenSM™. The “Affinity Areas”: <ul style="list-style-type: none"> • Strategy, Relationship, Negotiation (SRN) • Design, Architecture and Development (PAS) • Implementation, Delivery, Support (IES) 	✓	5.2

Syllabus Area Code			Syllabus Area:	Foundation	Primary BoK VM Ref.
PA			<i>Processes and Guidelines - Insight (PA)</i>		
Level	Topic	Sub-Topic			
Knowledge key definition relating to Processes				8Q	
1	1	1	Relationship Management - Purpose	✓	6
1	2	1	Supplier Management - Purpose	✓	6
1	3	1	Information Security Management - Purpose	✓	6
1	4	1	Service Level Management – Purpose	✓	6
1	5	1	IT Asset Management – Purpose	✓	6
1	5	2	IT Asset – Definition	✓	6
1	6	1	Configuration Management – Purpose	✓	6
1	6	2	Configuration Item – Definition	✓	6
1	6	3	Configuration Management System – Definition	✓	6
1	7	1	Change Enablement – Purpose	✓	6
1	8	1	Deployment Management – Purpose	✓	6
1	9	1	Release Management – Purpose	✓	6
1	10	1	Service Desk – Purpose	✓	6

Syllabus Area Code PA			Syllabus Area: <i>Processes and Guidelines - Insight (PA)</i>	Foundation	Primary BoK VM Ref.
1	11	1	Incident Management – Purpose	✓	6
1	11	2	Incident – Definition	✓	6
1	11	3	Major Incident - Definition	✓	6
1	12	1	Service Request Management – Purpose	✓	6
1	13	1	Event Management – Purpose	✓	6
1	13	2	Event – Definition	✓	6
1	14	1	Problem Management – Purpose	✓	6
Understand key concepts around Processes				10Q	
2	3	2	Information Security Management – Definition <ul style="list-style-type: none"> • Confidentiality • Integrity • Availability • Authentication • Non-Repudiation 	✓	6
2	3	3	Information Security Management – Objectives: <ul style="list-style-type: none"> • Prevention • Detection • Correction 	✓	6
2	4	2	Service Level Management – Tasks and Features <ul style="list-style-type: none"> • Service Level Negotiation • Service Level Agreement • Service Quality Focal Points • Service Review • Service Level Reporting 	✓	6
2	7	2	Change Enablement – Definitions: <ul style="list-style-type: none"> • Change • Change Schedule • Types of Change <ul style="list-style-type: none"> ○ Emergency ○ Standard ○ Normal • Change Authority 	✓	6

Syllabus Area Code PA			Syllabus Area: <i>Processes and Guidelines - Insight (PA)</i>	Foundation	Primary BoK VM Ref.
2	10	2	Service Desk – Tasks and Features <ul style="list-style-type: none"> • Single Point of Contact • First level of <ul style="list-style-type: none"> ○ Incident Management ○ Service Request Management • Soft Skill • Business-orientation • Self-Service Tools 	✓	6
2	14	2	Problem Management – Definitions <ul style="list-style-type: none"> • Problem • Known Error • Work-Around 	✓	6
2	14	3	Problem Management – Macroprocess <ul style="list-style-type: none"> • Problem Identification • Problem Control • Error Control 	✓	6