PECB
BEYOND RECOGNITION

Candidate Handbook

ISO/IEC 20000 LEAD IMPLEMENTER

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SECTION I: INTRODUCTION

About PECB

PECB is a certification body which provides education[1] and certification in accordance with ISO/IEC 17024 for individuals on a wide range of disciplines.

We help professionals show commitment and competence by providing them with valuable evaluation and certification services against internationally recognized standards. Our mission is to provide services that inspire trust and continual improvement, demonstrate recognition, and benefit the society as a whole.

The key objectives of PECB are:

1. Establishing the minimum requirements necessary to certify professionals
2. Reviewing and verifying the qualifications of applicant to ensure they are eligible to apply for certification
3. Developing and maintaining reliable certification evaluations
4. Granting certifications to qualified candidates, maintaining records, and publishing a directory of the holders of a valid certification
5. Establishing requirements for the periodic renewal of certification and ensuring compliance with those requirements
6. Ensuring that candidates meet ethical standards in their professional practice
7. Representing its members, where appropriate, in matters of common interest
8. Promoting the benefits of certification to organizations, employers, public officials, practitioners in related fields, and the public

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[1] Education refers to training courses developed by PECB, and offered globally through our network of resellers.

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The Value of PECB Certification

Why Choose PECB as Your Certification Body?

Global Recognition

Our certifications are internationally recognized and accredited by the International Accreditation Service (IAS); signatory of IAF Multilateral Recognition Arrangement (MLA) which ensures mutual recognition of accredited certification between signatories to the MLA and acceptance of accredited certification in many markets. Therefore, professionals who pursue a PECB certification credential will benefit from PECB's recognition in domestic and international markets.

Competent Personnel

The core team of PECB consists of competent individuals who have relevant sector-specific experience. All of our employees hold professional credentials and are constantly trained to provide more than satisfactory services to our clients.

Compliance with Standards

Our certifications are a demonstration of compliance with ISO/IEC 17024. They ensure that the standard requirements have been fulfilled and validated with the adequate consistency, professionalism, and impartiality.

Customer Service

We are a customer-centered company and treat all our customers with value, importance, professionalism, and honesty. PECB has a team of experts dedicated to support customer requests, problems, concerns, needs, and opinions. We do our best to maintain a 24-hours maximum response time without compromising the quality of the service.

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PECB Code of Ethics

PECB professionals will:

1. Conduct themselves professionally, with honesty, accuracy, fairness, responsibility, and independence
2. Act at all times solely in the best interest of their employer, their clients, the public, and the profession, by adhering to the professional standards and applicable techniques while offering professional services
3. Maintain competency in their respective fields and strive to constantly improve their professional capabilities
4. Offer only professional services for which they are qualified to perform, and adequately inform clients about the nature of the proposed services, including any relevant concerns or risks
5. Inform each employer or client of any business interests or affiliations that might influence their judgment or impair their fairness
6. Treat in a confidential and private manner the information acquired during professional and business dealings of any present or former employer or client
7. Comply with all laws and regulations of the jurisdictions where professional activities are conducted
8. Respect the intellectual property and contributions of others
9. Not, intentionally or otherwise, communicate false or falsified information that may compromise the integrity of the evaluation process of a candidate for a professional designation
10. Not act in any manner that could compromise the reputation of PECB or its certification programs
11. Fully cooperate on the inquiry following a claimed infringement of this Code of Ethics

The full version of the PECB Code of Ethics can be downloaded here.

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Introduction to ISO/IEC 20000 Lead Implementer

ISO/IEC 20000-1 defines the requirements for establishing, implementing, maintaining, and continually improving a service management system (SMS). An SMS directs and controls the service management activities of an organization and helps deliver services that are aligned to business needs and the customer requirements. An SMS based on the requirements of ISO/IEC 20000-1 gives the organization control over the processes, more effective service provision, and a means to identify and address risks and opportunities.

The requirements established in ISO/IEC 20000-1 are generic and are intended to be applicable to all organizations, regardless of their type, size, or the nature of the services they deliver, contrary to the common misconceptions that this standard is appropriate only to large organizations or organizations that provide IT-related services. Apart from IT, ISO/IEC 20000-1 can be used by organizations that provide services in telecommunications, finance, transportation, cloud, facilities management, business process outsourcing, media, etc.

The benefits of implementing an SMS based on ISO/IEC 20000-1 include ensuring consistency and quality in service provision, optimal allocation of resources, cost reductions, less service disruption, improved service performance, improved communication between the organization, its customers, and other relevant interested parties, better identification of risks and opportunities, and independent assessment of the SMS against the requirements of ISO/IEC 20000-1.

By attending this training course, participants will be able to acquire the ability to implement an SMS based on the requirements of ISO/IEC 20000-1. They will learn the methods and techniques used during planning and implementation, the importance of interpreting the requirements of the standard in the specific context of an organization, and the processes needed to maintain and continually improve the SMS.

It is important to understand that PECB certifications are not a license or simply a membership. They represent peer recognition that an individual has demonstrated proficiency in, and comprehension of, a set of competences. PECB certifications are awarded to candidates that can demonstrate experience and have passed a standardized exam in the certification area.

This document specifies the PECB ISO/IEC 20000 Lead Implementer certification scheme in compliance with ISO/IEC 17024:2012. This candidate handbook also contains information about the process by which candidates may earn and maintain their credentials. It is very important that you read all the information included in this candidate handbook before completing and submitting your application. If you have questions after reading it, please contact the PECB international office at certification@pecb.com.

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SECTION II: PECB CERTIFICATION PROCESS AND EXAMINATION PREPARATION, RULES, AND POLICIES

Decide Which Certification Is Right for You

All PECB certifications have specific education and professional experience requirements. To determine the right credential for you, verify the eligibility criteria for various certifications and your professional needs.

Prepare and Schedule the Exam

All candidates are responsible for their own study and preparation for certification exams. No specific set of training courses or curriculum of study is required as part of the certification process. Nevertheless, attending a training course can significantly increase candidates' chances of successfully passing a PECB exam.

To schedule an exam, candidates have two options:

1. Contact one of our resellers who provide training courses and exam sessions. To find a training course provider in a particular region, candidates should go to Active Resellers. The PECB training course schedule is also available on Training Events.
2. Take a PECB exam remotely from their home or any location they desire through the PECB Exam application, which can be accessed here: Exam Events.

To learn more about exams, competency domains, and knowledge statements, please refer to *Section III* of this document.

Application Fees for Examination and Certification

PECB offers direct exams, where a candidate can sit for the exam without attending the training course. The applicable prices are as follows:

- Lead Exam: $1000
- Manager Exam: $700
- Foundation and Transition Exam: $500

The application fee for certification is $500.

For all candidates that have followed the training course and taken the exam with one of PECB's resellers, the application fee includes the costs associated with examination, application for certification, and the first year of Annual Maintenance Fee (AMF) only.

Competency Domains

The objective of the "PECB Certified ISO/IEC 20000 Lead Implementer" exam is to ensure that the candidate has the necessary competence to support an organization in establishing, implementing, managing, and maintaining a service management system (SMS).

The ISO/IEC 20000 Lead Implementer certification is intended for:
- Managers or consultants involved in and concerned with the implementation of a service management system in an organization
- Managers and employees seeking to help their organization meet the service requirements and deliver value

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- Project managers, consultants, or expert advisers seeking to master the implementation of a service management system based on the requirements of ISO/IEC 20000-1
- Individuals responsible for maintaining conformity with the ISO/IEC 20000-1 requirements in an organization
- Members of an SMS implementation team

The content of the exam is divided as follows:

- **Domain 1:** Fundamental principles and concepts of a service management system
- **Domain 2:** Service management system requirements
- **Domain 3:** Planning of an SMS implementation based on ISO/IEC 20000-1
- **Domain 4:** Implementation of an SMS based on ISO/IEC 20000-1
- **Domain 5:** Monitoring and measurement of an SMS based on ISO/IEC 20000-1
- **Domain 6:** Continual improvement of an SMS based on ISO/IEC 20000-1
- **Domain 7:** Preparation for an SMS certification audit

Domain 1: Fundamental principles and concepts of a service management system
Main objective: Ensure that the candidate is able to identify the main standards in the ISO/IEC 20000 series and understands the fundamental concepts of a service management system (SMS) based on ISO/IEC 20000-1

Competencies	Knowledge statements
1. Ability to explain what a management system is 2. Ability to identify the main ISO management system standards 3. Ability to identify the guidance standards in the ISO/IEC 20000 series and their relationship with ISO/IEC 20000-1 4. Ability to list the advantages that organizations can obtain by implementing an SMS 5. Ability to identify the main terms and definitions related to service management 6. Ability to distinguish between different types of services and their components 7. Ability to explain what a service management system does and what it includes 8. Ability to identify common misperceptions related to ISO/IEC 20000-1 9. Ability to describe the relationship between ISO/IEC 20000-1 and ITIL Ability to ensure a balanced approach to the implementation of the SMS	1. Knowledge of the management system definition 2. Knowledge of the main ISO management system standards 3. Knowledge of the guidance standards in the ISO/IEC 20000 series 4. Knowledge of the advantages of having an SMS in place 5. Knowledge of the main terms and definitions related to service management 6. Knowledge of the different types of services 7. Knowledge of the purpose of the SMS and its components 8. Knowledge of the common misperceptions surrounding ISO/IEC 20000-1 9. Knowledge of the relationship between ISO/IEC 20000-1 and ITIL 10. Knowledge of the importance of a balanced approach to the implementation of the SMS

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Domain 2: Service management system requirements

Main objective: Ensure that the candidate understands and is able to interpret the requirements stated in clauses 4 to 10 of ISO/IEC 20000-1

Competencies	Knowledge statements
1. Ability to understand and explain the requirements of ISO/IEC 20000-1 2. Ability to describe the requirements of the standard on determining the context of the organization, identifying the interested parties, and setting the SMS scope (clause 4) 3. Ability to work with and encourage the top management to demonstrate leadership and commitment, establish a service management policy, and identify the roles and responsibilities related to the SMS (clause 5) 4. Ability to identify risks and opportunities, define service management objectives, and design a service management plan (clause 6) 5. Ability to ensure that sufficient resources are available to operate the SMS and deliver services (clause 7) 6. Ability to implement and operate the SMS and its processes in alignment with the service management plan and other plans (clause 8) 7. Ability to use monitoring, measurement, analysis, and evaluation to support the effective management of the SMS (clause 9) 8. Ability to identify and correct nonconformities in order to continually improve the suitability, adequacy, and effectiveness of the SMS (clause 10) 9. Ability to interpret the requirements of ISO/IEC 20000-1 in the specific context of an organization	1. Knowledge of the requirements of ISO/IEC 20000-1 stated in clauses 4 to 10 2. Knowledge of the common internal and external issues that affect an organization and the approaches used in setting an SMS scope 3. Knowledge of the standard's requirements for top management involvement and commitment, approaches to developing policies, and methods to define roles and responsibilities 4. Knowledge of approaches to risk management, strategies in establishing objectives, and the requirements for a service management plan 5. Knowledge of the required resources, competences, awareness and communication activities, documented information, and capabilities for an effective SMS 6. Knowledge of the requirements for operational planning and control, service portfolio, relationship and agreement, supply and demand, service design, build, and transition, resolution and fulfilment, and service assurance 7. Knowledge of approaches to SMS monitoring, measurement, analysis, and evaluation, internal audits, and management reviews 8. Knowledge of the requirements and approaches to identifying nonconformities and initiating corrective actions, as well as the methods to continually improve an SMS 9. Knowledge of the different approaches that can be utilized in order to ensure conformity to the requirements of the standardsystem

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Domain 3: Planning of an SMS implementation based on ISO/IEC 20000-1

Main objective: Ensure that the candidate is able to plan the implementation of an SMS in conformity with ISO/IEC 20000-1 requirements

Competencies	Knowledge statements
1. Ability to help an organization determine external and internal issues that are relevant to its purpose and can affect the ability to achieve the intended outcomes of the SMS 2. Ability to identify the interested parties of an organization 3. Ability to conduct a gap analysis 4. Ability to assist an organization in setting the SMS scope 5. Ability to develop a service management policy which gives direction to the organization with regard to service management 6. Ability to establish service management objectives at relevant functions and levels 7. Ability to make a service management plan 8. Ability to identify risks and opportunities of the SMS 9. Ability to identify the human, technical, informational, and financial resources needed for the SMS operations 10. Ability to identify and manage the competencies needed to operate the SMS and provide services 11. Ability to determine the knowledge necessary to support the operation of the SMS 12. Ability to raise awareness with regard to the SMS among the organization's employees and other interested parties 13. Ability to communicate relevant information to support the SMS and the achievement of service management objectives 14. Ability to ensure that the organization properly controls the documented information related to the SMS	1. Knowledge of approaches to determine the external and internal issues of an organization 2. Knowledge of techniques used for the identification and management of interested parties and their requirements 3. Knowledge of gap analysis methodologies 4. Knowledge of the standard's requirements with regard to setting the SMS scope and other factors that influence the establishment of the scope 5. Knowledge of the standard requirements regarding the service management policy, approaches to developing a policy, and the suggested policy content and structure 6. Knowledge of the approaches used in setting objectives 7. Knowledge of the components of a service management plan 8. Knowledge of the risk assessment methodologies, such as the one recommended by ISO 31000 9. Knowledge of the typical resources required for the establishment, implementation, and maintenance of an SMS 10. Knowledge of methods for competence analysis and training programs 11. Knowledge of actions that can be taken to make relevant knowledge readily available 12. Knowledge of common strategies used for raising awareness 13. Knowledge of principles of effective communication 14. Knowledge of the actions required to ensure the control, availability, and suitability of the documented information related to the SMS

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Domain 4: Implementation of an SMS based on ISO/IEC 20000-1

Main objective: Ensure that the candidate is able to implement the processes of an SMS required by ISO/IEC 20000-1

Competencies	Knowledge statements
1. Ability to assist an organization in implementing and controlling the processes needed to meet the requirements of ISO/IEC 20000-1 2. Ability to operate an SMS in a coordinated manner 3. Ability to create a service catalogue 4. Ability to help organizations manage their connections with customers and suppliers 5. Ability to understand demand in order to help organizations adjust their capacity to operate the SMS and deliver services 6. Ability to establish the necessary controls to ensure stability in service provision and control changes 7. Ability to establish the necessary procedures for managing incidents, requests, and problem management 8. Ability to assess and document the risks to service availability 9. Ability to implement a service continuity plan Ability to develop an information security policy	1. Knowledge of the processes necessary for establishing performance criteria and implementing controls 2. Knowledge of the required activities to coordinate resources and perform activities to ensure the smooth running of the SMS 3. Knowledge of the typical elements included in service catalogues 4. Knowledge of approaches such as business relationship management, service-level management, supplier management used in maintaining relationships with customers and suppliers 5. Knowledge of the standard's requirements for budgeting and accounting for services, demand management, and capacity management 6. Knowledge of the change management approaches 7. Knowledge of the standard's requirements with regard to incident management, service requests, and problem management 8. Knowledge of the methods used to determine risks to availability 9. Knowledge of the procedures and controls that can be established to meet the requirements and targets defined in service-level agreements (SLAs) 10. Knowledge of the necessary actions that must be taken to ensure the protection of confidentiality, integrity, and availability of information

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Domain 5: Monitoring and measurement of an SMS based on ISO/IEC 20000-1

Main objective: Ensure that the candidate is able to evaluate, monitor, and measure the performance of an SMS
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Competencies

1. Ability to monitor and evaluate the effectiveness of an SMS
2. Ability to evaluate the extent to which the SMS objectives have been met
3. Ability to define and implement an SMS internal audit program
4. Ability to perform regular and methodical reviews to ensure the suitability, adequacy, effectiveness, and efficiency of an SMS based on the policies and objectives of the organization
5. Ability to define and develop a process for conducting management reviews
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Knowledge statements

1. Knowledge of the best practices and techniques used to monitor and evaluate the effectiveness of an SMS
2. Knowledge of the concepts related to measurement and evaluation
3. Knowledge of the main concepts and components related to the implementation and operation of an SMS internal audit program
4. Knowledge of the difference between a major and a minor nonconformity
5. Knowledge of the guidelines to draft a nonconformity report
6. Knowledge of the best practices for performing management reviews
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Competencies	Knowledge statements
1. Ability to track nonconformities and take action to correct them	1. Knowledge of the main processes, tools, and techniques used to identify the root causes of nonconformities
2. Ability to identify and analyze the root causes of nonconformities and propose action plans to treat them	2. Knowledge of the process of treating nonconformities
3. Ability to advise an organization on how to continually enhance the effectiveness and efficiency of an SMS	3. Knowledge of the main processes, tools, and techniques used to develop corrective action plans
4. Ability to implement continual improvement processes in an organization	4. Knowledge of the main concepts related to continual improvement
5. Ability to determine the appropriate tools to support the continual improvement processes of an organization	5. Knowledge of the processes related to the continual monitoring of change factors
	6. Knowledge of the maintenance and improvement of an SMS

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Domain 7: Preparation for an SMS certification audit

Main objective: Ensure that the candidate is able to help an organization prepare for an independent assessment of the SMS against the requirements of ISO/IEC 20000-1

Competencies	Knowledge statements
1. Ability to understand the main steps, processes, and activities of an ISO/IEC 20000-1 certification audit 2. Ability to understand, explain, and illustrate the audit evidence approach in an SMS audit 3. Ability to advise an organization in selecting a suitable certification body 4. Ability to determine whether an organization is ready and prepared for an ISO/IEC 20000-1 certification audit 5. Ability to train and prepare an organization's personnel for an ISO/IEC 20000-1 certification audit 6. Ability to argue and challenge the audit findings and conclusions through external auditors	1. Knowledge of the evidence-based approach to an audit 2. Knowledge of the types of audits and their differences 3. Knowledge of the differences between stage 1 and stage 2 audits 4. Knowledge of the stage 1 audit requirements, steps, and activities 5. Knowledge of the documented information review criteria 6. Knowledge of the stage 2 audit requirements, steps, and activities 7. Knowledge of the audit follow-up requirements, steps, and activities 8. Knowledge of surveillance audits and recertification audit requirements, steps, and activities 9. Knowledge of the requirements, guidelines, and best practices for developing action plans following an ISO/IEC 20000-1 certification audit

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Based on the abovementioned domains and their relevance, 12 questions are included in the exam, as summarized in the table below:

		Points per question	Questions that measure comprehension, application, and analysis	Level of understanding (Cognitive/Taxonomy) required — Questions that measure synthesis and evaluation	Number of questions per competency domain	% of the exam devoted to each competency domain	Number of points per competency domain	% of points per competency domain
Competency domains	Fundamental principles and concepts of a service management system	10		X	2	16.67	15	20
		5	X					
	Service management system requirements	5	X		2	16.67	10	13.34
		5		X				
	Planning of an SMS implementation based on ISO/IEC 20000-1	5	X		3	24.99	15	20
		5		X				
		5	X					
	Implementation of an SMS based on ISO/IEC 20000-1	5		X	2	16.67	15	20
		10	X					
	Monitoring and measurement of an SMS based on ISO/IEC 20000-1	10	X		1	8.33	10	13.34
	Continual improvement of an SMS based on ISO/IEC 20000-1	5	X		1	8.33	5	6.66
	Preparation for an SMS certification audit	5		X	1	8.33	5	6.66
	Total points	75						
	Number of questions per level of understanding		7	5				
	% of the exam devoted to each level of understanding (cognitive/taxonomy)		58.3	41.7				

The passing score of the exam is **70%**.

After successfully passing the exam, candidates will be able to apply for the "PECB Certified ISO/IEC 20000 Lead Implementer" credential depending on their level of experience.

Taking the Exam

General Information on the Exam

Candidates are required to arrive/be present at least 30 minutes before the exam starts. Candidates who arrive late will not be given additional time to compensate for the late arrival and may not be allowed to sit for the exam.

Candidates are required to bring a valid identity card (a national ID card, driver's license, or passport) and show it to the invigilator.

If requested on the day of the exam (paper-based exams), additional time can be provided to candidates taking the exam in a non-native language, as follows:

- 10 additional minutes for Foundation exams
- 20 additional minutes for Manager exams
- 30 additional minutes for Lead exams

PECB Exam Format and Type

1. **Paper-based:** Exams are provided on paper, where candidates are not allowed to use anything but the exam paper and a pen. The use of electronic devices, such as laptops, tablets, or phones, is not allowed. The exam session is supervised by a PECB approved Invigilator at the location where the Reseller has organized the training course.
2. **Online:** Exams are provided electronically via the PECB Exams application. The use of electronic devices, such as tablets and cell phones, is not allowed. The exam session is supervised remotely by a PECB Invigilator via the PECB Exams application and an external/integrated camera.

For more detailed information about the online format, please refer to the PECB Online Exam Guide.

PECB exams are available in two types:
1. Essay-type question exam
2. Multiple-choice question exam

This exam comprises essay-type questions. They are used to determine and evaluate whether a candidate can clearly answer questions related to the defined competency domains. Additionally, problem-solving techniques and arguments that are supported with reasoning and evidence will also be evaluated.

The exam is open book and is not intended to measure memorizing or recalling information. It aims to evaluate candidates' comprehension, analytical skills, and applied knowledge. Therefore, candidates are required to provide logical and convincing answers and explanations in order to demonstrate that they have understood the content and the main concepts of the competency domains. You will find a sample of exam questions provided below.

Since the exam is "open book," candidates are authorized to use the following reference materials:
- A hard copy of ISO/IEC 20000-1 standard
- Training course materials (accessed through PECB Exams app and/or printed)

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- Any personal notes taken during the training course (accessed through PECB Exams app and/or printed)
- A hard copy dictionary

Any attempt to copy, collude, or otherwise cheat during the exam session will lead to automatic failure.

PECB exams are available in English and other languages. To learn if the exam is available in a particular language, please contact examination@pecb.com.

Note: PECB will progressively transition to multiple-choice exams. They will also be open book and comprise scenario-based questions that will allow PECB to evaluate candidates' knowledge, abilities, and skills to use information in new situations (apply), draw connections among ideas (analyze), and justify a stand or decision (evaluate). All PECB multiple-choice exams have one question and three alternatives, of which only one is correct.

For specific information about exam types, languages available, and other details, visit the List of PECB Exams.

Sample Exam Questions

Question 1:
For each of the following clauses of ISO/IEC 20000-1, please provide an action plan with at least two concrete actions that would be acceptable to ensure conformity to the respective clause.

1. Clause 7.4 *Communication*
2. Clause 8.7.2 *Service continuity management*

Example: Clause 8.4.2 *Demand management*
- Determine current demand and forecast future demand for services
- Monitor and report on demand and consumption of services

Possible answer:
1. Clause 7.4 *Communication*
   - *Establish communication channels regarding the SMS implementation*
   - *Identify and communicate with individuals who are responsible for the SMS implementation*

2. Clause 8.7.2 *Service continuity management*
   - *Establish, implement and maintain one or more service continuity plan(s)*
   - *Identify and assess risks related to service continuity*

Question 2:
According to ISO/IEC 20000-1, organizations shall operate the SMS by ensuring co-ordination of the activities and resources. Considering this, describe how a service portfolio can help organizations in performing the required activities to deliver services.

Possible answer:
A service portfolio is used by organizations to manage the entire lifecycle of all services, including proposed services, those in development, live services that are defined in the service catalogue(s), and services that are

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to be removed. The responsible persons of the service portfolio should ensure that the service provider has the right mix of services.

Based on ISO/IEC 20000-1, service portfolio activities include:
- *Planning the services*
- *Control of parties involved in the service lifecycle*
- *Service catalogue management*
- *Asset management*
- *Configuration management*

Receiving the Exam Results

Exam results will be communicated via email. The only possible results are *pass* and *fail*; no specific grade will be included.

- The time span for the communication starts from the exam date and lasts three to eight weeks for essay type exams and two to four weeks for multiple-choice paper-based exams.

- For online multiple-choice exams, candidates receive their results instantly.

Candidates who successfully complete the exam will be able to apply for one of the credentials of the respective certification scheme.

For candidates who fail the exam, a list of the domains where they have performed poorly will be added to the email to help them prepare better for a retake.

Candidates that disagree with the results may request a re-evaluation by writing to results@pecb.com within 30 days of receiving the results. Re-evaluation requests received after 30 days will not be processed. If candidates do not agree with the results of the reevaluation, they have 30 days from the date they received the reevaluated exam results to file a complaint through the [PECB Ticketing System](). Any complaint received after 30 days will not be processed.

Exam Retake Policy

There is no limit to the number of times a candidate can retake an exam. However, there are certain limitations in terms of the allowed time span between exam retakes.

- If a candidate does not pass the exam on the 1st attempt, they must wait 15 days from the initial date of the exam for the next attempt (1st retake). Retake fees apply.
  Note: Candidates who have completed the training course but failed the exam are eligible to retake the exam once for free within a 12-month period from the initial date of the exam.
- If a candidate does not pass the exam on the 2nd attempt, they must wait three months after the initial date of the exam for the next attempt (2nd retake). Retake fees apply.
  Note: For candidates that fail the exam in the 2nd retake, PECB recommends them to attend a training course in order to be better prepared for the exam.
- If a candidate does not pass the exam on the 3rd attempt, they must wait six months after the initial date of the exam for the next attempt (3rd retake). Retake fees apply.
- After the 4th attempt, the waiting period for further retake exams is 12 months from the date of the last attempt. Retake fees apply.

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To arrange exam retakes (date, time, place, costs), candidates need to contact the PECB Reseller/Distributor who has initially organized the session.

Exam Security

A significant component of a professional certification credential is maintaining the security and confidentiality of the exam. PECB relies upon the ethical behavior of certification holders and applicants to maintain the security and confidentiality of PECB exams. Any disclosure of information about the content of PECB exams is a direct violation of PECB's Code of Ethics. PECB will take action against any individuals that violate such rules and policies, including permanently banning individuals from pursuing PECB credentials and revoking any previous ones. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

Reschedule the Exam

For any changes with regard to the exam date, time, location, or other details, please contact examination@pecb.com.

Apply for Certification

All candidates who successfully pass the exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined for. Specific educational and professional requirements need to be fulfilled in order to obtain a PECB certification. Candidates are required to fill out the online certification application form (that can be accessed via their PECB online profile), including contact details of references who will be contacted to validate the candidate's professional experience. Candidates can submit their application in various languages. Candidates can choose to either pay online or be billed. For additional information, contact certification@pecb.com.

The online certification application process is very simple and takes only a few minutes, as follows:
- Register your account
- Check your email for the confirmation link
- Log in to apply for certification

For more information about the application process, follow the instructions on this manual Apply for Certification.

The application is approved as soon as the Certification Department validates that the candidate fulfills all the certification requirements regarding the respective credential. An email will be sent to the email address provided during the application process to communicate the application status. If approved, candidates will then be able to download the certification from their PECB Account.

PECB provides support in both English and French.

Renew your Certification

PECB certifications are valid for three years. To maintain them, candidates must demonstrate every year that they are still performing tasks that are related to the certification. PECB certified professionals must annually provide Continual Professional Development (CPD) credits and pay $100 as the Annual Maintenance Fee (AMF) to maintain the certification. For more information, please visit the Certification Maintenance page on the PECB website.

Closing a Case

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If candidates do not apply for certification within three years, their case will be closed. Even though the certification period expires, candidates have the right to reopen their case. However, PECB will no longer be responsible for any changes regarding the conditions, standards, policies, and candidate handbook that were applicable before the case was closed. A candidate requesting their case to reopen must do so in writing and pay the required fee.

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SECTION III: CERTIFICATION REQUIREMENTS

ISO/IEC 20000 Lead Implementer

The requirements for PECB ISO/IEC 20000 Lead Implementer certifications are:

Credential	Exam	Professional experience	MS project experience	Other requirements
PECB Certified ISO/IEC 20000 Provisional Implementer	PECB Certified ISO/IEC 20000 Lead Implementer exam or equivalent	None	None	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Implementer	PECB Certified ISO/IEC 20000 Lead Implementer exam or equivalent	Two years: One year of work experience in service management	Project activities: a total of 200 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Lead Implementer	PECB Certified ISO/IEC 20000 Lead Implementer exam or equivalent	Five years: Two years of work experience in service management	Project activities: a total of 300 hours	Signing the PECB Code of Ethics
PECB Certified ISO/IEC 20000 Senior Lead Implementer	PECB Certified ISO/IEC 20000 Lead Implementer exam or equivalent	Ten years: Seven years of work experience in service management	Project activities: a total of 1,000 hours	Signing the PECB Code of Ethics

To be considered valid, the implementation activities should follow best practices and include the following:
1. Drafting the SMS implementation plan
2. Initiating the SMS implementation
3. Implementing the SMS
4. Managing, monitoring, and maintaining the SMS
5. Identifying and acting upon continual improvement opportunities

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SECTION IV: CERTIFICATION RULES AND POLICIES

Professional References

For each application, two professional references are required. They must be from individuals who have worked with the candidate in a professional environment and can validate their service management experience, as well as their current and previous work history. Professional references of persons who fall under the candidate's supervision or are their relatives are not valid.

Professional Experience

Candidates must provide complete and correct information regarding their professional experience, including job title(s), start and end date(s), job description(s), and more. Candidates are advised to summarize their previous or current assignments, providing sufficient details to describe the nature of the responsibilities for each job. More detailed information can be included in the résumé.

SMS Project Experience

The candidate's SMS project log will be checked to ensure that the candidate has the required number of implementation hours.

Evaluation of Certification Applications

The Certification Department will evaluate each application to validate the candidate's eligibility for certification. A candidate whose application is being reviewed will be notified in writing and, if necessary, given a reasonable time frame to provide any additional documentation. If a candidate does not respond by the deadline or does not provide the required documentation within the given time frame, the Certification Department will validate the application based on the initial information provided, which can eventually lead to its downgrade to a lower credential.

Denial of Certification

PECB can deny certification if candidates:
- Falsify the application
- Violate the exam procedures
- Violate the PECB Code of Ethics
- Fail the exam

For more detailed information, refer to "Complaint and Appeal" section.

The application payment for the certification is non-refundable.

Suspension of Certification

PECB can temporarily suspend certification if the candidate fails to satisfy the requirements. Other reasons for suspending certification include:
- PECB receives large amounts of or serious complaints by interested parties (Suspension will be applied until the investigation has been completed.).
- The logos of PECB or accreditation bodies are intentionally misused.
- The candidate fails to correct the misuse of a certification mark within the time frame determined by PECB.
- The certified individual has voluntarily requested a suspension.
- PECB deems appropriate other conditions for suspension of certification.

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Revocation of Certification

PECB can revoke certification if the candidate fails to fulfill the PECB requirements. Candidates are then no longer allowed to represent themselves as PECB certified professionals. Other reasons for revoking certification can be if candidates:
- Violate the PECB Code of Ethics
- Misrepresent and provide false information of the scope of the certification
- Break any other PECB rules

Upgrade of Credentials

Professionals can apply to upgrade to a higher credential as soon as they can demonstrate that they fulfil the requirements.

In order to apply for an upgrade, candidates need to login in to their PECB Account, visit the "My Certifications" tab, and click on the "Upgrade" link. The upgrade application fee is $100.

Downgrade of Credentials

A PECB Certification can be downgraded to a lower credential due to the following reasons:
- The AMF has not been paid.
- The CPD hours have not been submitted.
- Insufficient CPD hours have been submitted.
- Evidence on CPD hours has not been submitted upon request.

Note: *PECB certified professionals who hold Lead Certifications and fail to provide evidence of certification maintenance requirements will have their credentials downgraded. On the other hand, the holders of Master Certifications who fail to submit CPDs and pay AMFs will have their certifications revoked.*

Other Statuses

Besides being active, suspended, or revoked, a certification can be voluntarily withdrawn or designated as Emeritus. More information about these statuses and the permanent cessation status, and how to apply, please visit Certification Status Options.

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SECTION V: PECB GENERAL POLICIES

PECB Code of Ethics

Adherence to the PECB Code of Ethics is a voluntary engagement. It is important that PECB certified professionals not only adhere to the principles of this Code, but also encourage and support the same from others. More information can be found here.

Other Exams and Certifications

PECB accepts certifications and exams from other recognized accredited certification bodies. PECB will evaluate the requests through its equivalence process to decide whether the respective certification(s) or exam(s) can be accepted as equivalent to the respective PECB certification (e.g., ISO/IEC 27001 Lead Auditor certification).

Non-discrimination and Special Accommodations

All candidate applications will be evaluated objectively, regardless of the candidate's age, gender, race, religion, nationality, or marital status.

To ensure equal opportunities for all qualified persons, PECB will make reasonable accommodations for candidates, when appropriate. If candidates need special accommodations because of a disability or a specific physical condition, they should inform the Reseller/Distributor in order for them to make proper arrangements. Any information candidates provide regarding their disability/need will be treated with strict confidentiality.

Click here to download the Candidates with Disabilities Form.

Complaints and Appeals

Any complaints must be made no later than 30 days after receiving the certification decision. PECB will provide a written response to the candidate within 30 working days after receiving the complaint. If they do not find the response satisfactory, the candidate has the right to file an appeal. For more information about the complaints and appeal procedures, click here.

(1) According to ADA, the term "reasonable accommodation" may include: (A) making existing facilities used by employees readily accessible to and usable by individuals with disabilities; and (B) job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

(2) ADA Amendments Act of 2008 (P.L. 110-325) Sec. 12189. Examinations and courses. [Section 309]: Any person that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or post-secondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.

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PECB Help Center

Visit our Help Center to browse Frequently Asked Questions (FAQ), view manuals for using PECB website and applications, read documents related to PECB processes, or to contact us via Support Center's online tracking system.

Emails:

Examination: examination@pecb.com
Certification: certification@pecb.com
Customer Service: customer@pecb.com

www.pecb.com