SERVICE MANAGEMENT SYSTEM: ISO 20000 FOUNDATION

The requirements for ISO/IEC 20000-1 international standard include the design, transition, delivery, and improvement of services that fulfil service requirements and provide value for both the customer and the service provider. Using the Plan, Do, Check, Act approach, the international standard requires an integrated approach for establishing, implementing, operating, and improving a service management system (SMS). (*Source: ISO/IEC 20000-1.*)

This three-day Foundation level course was designed to introduce delegates to the purpose, scope and contents of the international standard, as well as prepare delegates for the ISO 20000 Foundation certification examination at the end of the course.

The course is delivered in conjunction with our partner, TCIC, a Canadian certification body (CB), training organization (TO) and examination institute (EI) for ISO27001, ISO20000 and ISO22301, with global presence and recognition for its professional services, and also, a registered accredited training provider with APM Group for ISO 20000.

LEARNING OBJECTIVES:
This three-day course will enable participants to:

- Understand the purpose, objectives and scope of ISO 20000
- Recognize the PDCA approach for implementing the international standard
- Understand the contents including all the clauses in the standard
- Be prepared for the ISO 20000 Foundation examination.

WHO SHOULD ATTEND

The ISO 20000 Foundation course is suitable for:
- Chief Information Officers
- Head IT Service Management, Unit Heads with IT Department
- Service Desk and Call Center Manager, Supervisor and Staff
- Anyone involved with the delivery of IT services or other business services.
- Anyone with responsibility for overseeing the operations of information technology departments.
- Anyone with the responsibility of auditing information technology departments

PREREQUISITE
There is no prerequisite for this course but practical experience in an IT Department will enhance learning.

MATERIALS
You will receive a course binder containing copies of presentation slides, exercises, and suggested solutions.

RELATED COURSES OF INTEREST
- ITIL Foundation
- ISO 20000 Practitioner

ISO 20000 FOUNDATION CERTIFICATION EXAMINATION
ISO 20000 Foundation Examination consists of forty multiple choice questions and delegates required 65% to pass.

WHAT YOU WILL LEARN
- Introductions, background to ISO20000
- The ISO20000 certification scheme overview
- ISO20000 Overview – terminology, processes, and objectives
- ISO20000: Part 1 in detail
- ISO20000: Part 2 overview
- ISO 20000 scoping introduction
- ISO 20000 internal audit introduction
- APMG Examination (1-hour multiple choice)

FOR MORE INFORMATION, CONTACT:

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