

# ISO/IEC 20000 Foundation

## with Certification Exam (2 days)

Today's IT Service Management focuses on providing and supplying efficient services to ensure the satisfaction of customer requirements, cost-effectiveness and smooth business processes. Service optimization is deemed a prerequisite for successful presence on national and international markets.

ISO/IEC 20000 is the first internationally recognized worldwide process based standard created specifically for the breadth of IT Service Management. ISO/IEC 20000-1 (Part 1) is the formal specification, it defines the requirements that must be achieved, whereas ISO/IEC 20000-2 (Part 2) is describing a code of practice.

ISO/IEC 20000 is independent of all frameworks, it is "framework neutral". There is no control defined or implied between the standard and frameworks such as MOF, ITIL® and indeed to their supporting qualification schemes. Each side of the equation is developed autonomously to the other. However, it should be noted that there are many defined frameworks both public (MOF...) and private (in-house best practices) that can help the drive towards recognition of capability and therefore eventually ISO/IEC 20000 certification.

Both internal and external service providers are being challenged to prove they will be able to provide the required service quality and to that end have adequate service management processes in place. External service providers have already been requested to become certified to the standard as part of invitation to tenders. The award of the ISO/IEC 20000 certificate is predicated upon audits conducted by Registered Certification Bodies against ISO/IEC 20000 Part 1 – "The Specification" which ensure that a service provider is designing, implementing and managing an IT Service Management system in line with the requirements of the standard.

### What Makes This Course Unique

Our unique use of IT service management tools to demonstrate how processes work accelerates the knowledge transfer to the participant. We have created a learning experience that is both exhilarating and enjoyable and based on disciplines learned in executive development programs,

underpinned by the total quality management, and an in-depth knowledge of IT provisioning.

### Learning Objective

The syllabus of ISO/IEC 20000 Foundation is designed to provide knowledge of what an IT service management system is and the minimum requirements that service providers should aspire to within the context of ISO/IEC 20000. It will test the capability of the candidate to "remember" and "understand" the concepts that are explained.

Successful candidates will receive a third-party, internationally recognized confirmation of knowledge in management systems as per ISO/IEC 20000.

### Purpose of the Qualification

The qualification and training program "ISO/IEC 20000 Qualification Scheme for Personnel" familiarizes candidates with the contents of the ISO/IEC 20000 Edition 1 (2005) standard, its practice-oriented implementation in the form of a management system, including the relationship with other relevant standards, and the best practices, methods and frameworks associated therewith. The individual qualifications enable candidates to apply their acquired knowledge and fulfill role- and function-specific management tasks in IT Service Management in a targeted manner.

This well-structured training program helps candidates to continuously improve their personal qualifications, thus supporting their continual professional development within their organization.

Employee qualifications at the various levels, which build on each other, extend over the full range from management and processes to results at internal and external customers, on an internationally recognized and comparable basis.

Candidate benefits summarized:

- Aligned to international standards
- Recognized, third-party qualification of persons
- Qualification and training-course concept in line with company requirements
- Transfer of practice-oriented expertise in a well-structured training-course program

### Target Audience

The target audience includes both internal and external service providers, who play a role or have an interest in ISO/IEC 20000, even if such an organization is not (yet) certified. The ISO/IEC 20000 Foundation Certificate is particularly aimed at

this wider audience. In addition, for customers considering requesting their service providers to become ISO/IEC 20000 certified, they can get an insight into what can be expected of their service providers.

The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the qualification scheme.

## Course Content

- ISO/IEC 20000 & Quality
- History and Owner
- Purpose and Benefits
- Differences between Parts 1 and 2
- Grouping of the processes
- Key terms and definitions
- 1. Management and Improvement of ITSM
  - Requirements for a Management System (Section 3)
  - Planning and Implementing Service Management (Section 4)
- 2. Control of IT services
  - Planning and Implementing New or Changed Service (Section 5)
  - Configuration Management (Section 9.1)
  - Change Management (Section 9.2)
  - Release Management (Section 10.1)
- 3. Alignment of IT and the business
  - Business Relationship Management (Section 7.2)
  - Service Level Management (Section 6.1)
  - Service Reporting (Section 6.2)

- Supplier Management (Section 7.3)
- Budgeting and Accounting for IT Services (Section 6.4)
- 4. Delivery of IT Services
  - Service Continuity & Availability Management (Section 6.3)
  - Capacity Management (Section 6.5)
  - Information Security Management (Section 6.6)
- 5. Support of IT Services
  - Incident Management (Section 8.2)
  - Problem Management (Section 8.3)
- Exam preparation and review
- Mock Exam

## Exam format

Maximum 60 minutes for all candidates in their respective language.

- Supervised: Yes
- Open Book: No
- Pass Score: 26/40 or 65%

## Duration

Two days – includes lecture, exam preparation and exam

## Contact Information

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