IT Service Management Foundation based on ISO/IEC 20000:2018 + exam

Duration: 2 Days   Course Code: ISO20000F

Overview:

This training provides delegates with a good understanding of Quality Management, within the context of ISO/IEC 20000, the International Standard for IT Service Management more commonly known as ISO20000.
This accredited course also prepares delegates for the industry recognised EXIN ISO/IEC 20000 Foundation Certificate.

Target Audience:

The course is aimed at a wide audience of IT Service Management staff of IT Service Providers, internal or external, with an interest in Service Quality Management and ISO20000.

The combination of this and the ITIL® Foundation qualifications will provide a firm basis for professionals working in an ISO20000 certified organisation.

This course is not appropriate for auditors requiring education and qualification in order to conduct accredited external ISO20000 Audits in accordance with the itSMF Certification process and criteria.

Objectives:

- To provide an understanding of the principles of Service Quality Management.

- To give knowledge of the basic concepts of ISO20000 and the quality specification for IT Service Management.

- To prepare delegates for EXIN ISO/IEC 20000 Foundation Certificate.

Prerequisites:

There are no pre-requisites for this course as such.

Testing and Certification

Delegates will take the EXIN ISO/IEC 20000 Foundation exam at the end of this course. The exam is based on a 1-hour multiple choice, closed book examination. Successful delegates will be awarded the EXIN ISO/IEC 20000 Foundation Certificate. Exam to be charged separately

Follow-on-Courses:

None

Content:

The definitions and principles of service quality management

- Quality and service
- Process approach
- IT Service Management
- Evaluation and continuous improvement

The position of ITSM in ISO20000

- The landscape of standards and frameworks
- The concepts of certification practices
- The concept of ISO/IEC 20000

The quality specifications for ITSM

- The quality specifications for Management, Improvement and control of ITSM Processes
- Quality specification for the delivery and support of IT services
- The quality specification for alignment of business and IT

The code of practice for ITSM

- Best practices for Management and Improvement of ITSM Processes
- The best practices for Control of IT Services
- The best practices for Alignment of IT and the Business
- The best practices for Delivery of IT Services
- The best practices for Support of IT Services

Candidate Assessment

- Assignments
- Mock Exams
- Certification Examination

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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