ISO/IEC 20000 IT Service Management Foundation (PECB Certified) - Including Exam

Duration: 2 Days **Course Code: ISO20000F**

Overview:

The PECB Certified ISO/IEC 20000 Foundation training course presents the basic concepts of service management and the requirements of ISO/IEC 20000-1 for a service management system (SMS). In this training course you will learn about the various aspects of an SMS, including the context of the organization, top management involvement and activities, planning and resources for the SMS, controls and measures for service delivery activities, performance evaluations, and continual improvement activities.
After completing the training course, you can sit for the exam. If you successfully pass the exam, you can apply for the “PECB Certificate Holder in ISO/IEC 20000 Foundation” certificate. An internationally recognized “PECB ISO/IEC 20000 Foundation” certificate demonstrates that you have an overall knowledge of ISO/IEC 20000-1 requirements for an SMS and allows you to be part of SMS implementation projects.

Target Audience:

The ISO/IEC 20000 Foundation training course is intended for:
- Managers and consultants seeking to acquaint themselves with ISO/IEC 20000-1 requirements for an SMS
- Personnel responsible for managing, maintaining, and improving services and service delivery capabilities
- Aspiring professionals seeking knowledge about basic concepts of service management
- Members of SMS implementation and operation teams
- Individuals wishing to pursue a career in service management

Objectives:

- **By participating in this training course, you will:**
- Understand the basic service management concepts, definitions, and approaches
- Get acquainted with the ISO/IEC 20000-1 requirements for a service management system
- Develop a general understanding of how an organization can meet the requirements of ISO/IEC 20000-1

Prerequisites:

- There are no prerequisites to participate in this training course.

Testing and Certification

The exam fully meets the requirements of the PECB Examination and Certificate Programme. It covers the following competency domains:

- **Domain 1:** Fundamental concepts and principles of service management and the SMS based on ISO/IEC 20000-1
- **Domain 2:** ISO/IEC 20000-1 requirements for an SMS – Clauses 4 to 10

After successfully completing the exam, you can apply for the credential shown on the table below.

The certificate requirements for the ISO/IEC 20000 Foundation are as follows:

- **Designation:** PECB Certificate Holder in ISO/IEC 20000 Foundation
- **Exam:** PECB Certified ISO/IEC 20000 Foundation exam or equivalent
- **Professional experience:** None
- **MS audit/assessment experience:** None
- **SMMS project experience:** None
- **Other requirements:** Signing the PECB Code of Ethics

Content:

Day 1: Introduction to service management concepts, SMS, and clauses 4-6 of ISO/IEC 20000-1	Day 2: Clauses 7-10 of ISO/IEC 20000-1 and certificate exam

Additional Information:

Educational approach
The training course is participant centered and contains:
- Lecture sessions illustrated with graphics, examples, and discussions
- Interactions between participants by means of questions and suggestions
- Quizzes with similar structure to the certificate exam

General Information
- Certificate and examination fees are included in the price of the training course
- Training material containing over 200 pages of information and practical examples will be given to each participant.
- An attendance record worth 14 CPD (Continuing Professional Development) credits will be issued to participants who have attended the training course.
- In case participant(s) fail to pass the exam, they can retake the exam once for free within 12 months of the initial exam date

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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