
ISO/IEC 20000 Foundation

Duration: 2 Days **Course Code: ISF**

Overview:

ISO/IEC 20000 Foundation training enables you to learn the basic elements to implement and manage an IT Service Management System (ITSMS) as specified in ISO/IEC 20000. During this training course, you will be able to understand the different modules of an ITSMS, including ITSMS policy, procedures, performance measurements, management commitment, internal audit, management review and continual improvement.

After completing this course, you can sit for the exam and apply for a “PECB Certified ISO/IEC 20000 Foundation” credential. A PECB Foundation Certificate shows that you have understood the fundamental methodologies, requirements, framework and management approach.

Target Audience:

Individuals involved in IT Service Management
Individuals seeking to gain knowledge about the main processes of IT Service Management Systems (ITSMS)
Individuals interested to pursue a career in IT Service Management

Objectives:

- Understand the elements and operations of an IT Service Management System and its principal processes
 - Understand the approaches, methods and techniques used for the implementation and management of an ITSMS
 - Acknowledge the correlation between ISO/IEC 20000 and other standards and regulatory frameworks
-

Content:

- Lecture sessions are illustrated with practical questions and examples
 - Practical exercises include examples and discussions
 - Practice tests are similar to the Certification Exam
-

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

training@globalknowledge.com.sa

www.globalknowledge.com/en-sa/

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia