

ISO 20000 Certification Course

Course#: ITSM-17

Duration: 2 Days

Price: 0.00

Course Description

The adoption of ISO 20000, the globally accepted standard for defining IT service management systems, enables organizations to control risks and achieve business benefits. There is therefore a high demand for professionals qualified in and capable of implementing the ISO 20000, processes of which allows for greater efficiency, continual improvement and helps providers deliver quality services to their customers.

KnowledgeHut helps you prepare for the ISO 20000 Foundation certification provided by PEOPLECERT where candidates will be introduced to the principles and core elements of the ISO/IEC 20000 standard for IT Service Management. With comprehensive courseware, in-depth exercises, and training from experienced professionals, participants can aim for a first time clearance of the examination and apply the ISO 20000 standard for organizational excellence.

Objectives

As this is the Foundation level course, candidates will be introduced to the principles and core elements of the ISO/IEC 20000 standard for IT Service Management, and more specifically:

- ISO/IEC 20000-1: the formal specification which defines the requirements that must be achieved.
- ISO/IEC 20000-2: which describes a code of practice
- ISO/IEC 20000-3: ISO/IEC 20000-3: which provides guidance on scope definition and applicability of ISO/IEC 20000-1

Holders of PEOPLECERTs ISO 20000 IT Service Management Foundation Certification will be able to demonstrate their knowledge, ability, competence and understanding in:

Definitions and principles of quality management services in accordance with ISO/IEC 20000
Positioning of ISO/IEC 20000 in the IT service management including its relationship with other standards and best practices.

Objectives and requirements in each section of the specification.

Scope, aims and use of the ISO/IEC 20000 Specification and Code of Practice.

Processes and objectives of ISO/IEC 20000 and IT service management (ITSM).

Fundamental requirements for a service management system (SMS).

Purpose of internal and external audits, their operation and associated terminology.

Eligibility and scoping statement requirements.

Requirements of the IT service management system and the Plan, Do, Check, Act cycle.

How assessments, reviews and internal audits of IT Service Management systems against the requirements of the standard are used.

Audience

This qualification is the first level of the ISO/IEC 20000 certification scheme provided by Peoplecert, and is aimed at anyone working within a service provider organization (internally or externally) who may require to have and demonstrate a solid knowledge and understanding of the ISO/IEC 20000 standard and its content. The certification can also cater for candidates seeking personal certification, also in regards to their knowledge and understanding of the requirements and the content of the standard.

Prerequisites

There are no prerequisites for attending this workshop or the exam. But it is recommended that participants have at least a basic knowledge of IT service management concepts and terminology and have undergone some formal training on the subject with a proposed duration of 16 hours.

Content

1. Introduction

Recognize industry standards/best practices in Service Management and Quality management systems, such as: ITIL, SixSigma, COBIT, ISO/IEC 9000, ISO/IEC 27001

Differences and relationships between ITIL and ISO/IEC 20000

2. Service Management Systems

Managements responsibilities

Governance

Documentation Management

Resource Management

Establish and improve SMS: requirements, planning, implementing, monitoring, maintaining.

3. Information Security Management

Introduction to Information Security Management

Security policy requirements

Importance of securitys part in the control processes: change and release and deployment management

Purpose of security control

Access management for physical and intellectual property

4. Design and Transition of Services (new or changed)

Introduction to Processes

Service Level Management (SLM): concepts and responsibilities

Requirements for continuity and availability management

Activities related to monitoring and managing availability

Budgeting and Accounting

Financial management

Capacity management

5. Relationship processes

Business Relationship Management (BRM):

Documenting and interfacing with relevant parties

Communication with the customer

Customer complaint procedures

Managing service review meetings

Supplier management:

Managing contracts and performance

Roles and relationships with suppliers

Communication with the suppliers

Managing disputes

6. Resolution processes

Incident and service request management: restoration of service to the users, handling breaches of service targets, managing the fulfillment of service requests

Problem management: procedures and activities, management of known errors

7. Control processes

Configuration management: Scope and information requirements, control of information on CIs

Change management: change process, emergency change process, schedule of changes

Release and deployment management: requirements of a release plan, designing and implementing a release

8. Management system auditing

Defining the scope

Scope clauses

Types of audits and assessments

Roles and responsibilities

Coverage and governance of the processes

Internal audit

Standard application