IT Service Management Awareness based on ISO/IEC 20000

Course Description (v1.0)

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Target Group

The course is aimed at all levels within the organization who want to attain an overview of the elements of the ISO/IEC 20000 standard and the certification process. It is envisaged the delegates would normally have at least a basic understanding of the principles of IT Service Management.

Prerequisites

None.

Overview

1-day single organization course

The course provides delegates with an overview of ISO/IEC 20000, the International Standard for IT Service Management.

Professional Qualification

This course does not provide a professional qualification; although it could be seen as an excellent introduction to ISO/IEC 20000 for those delegates that wish to go on to attain the EXIN ISO/IEC 20000 Auditors or Consultants Certificate.

Objectives

The objective of this course is to help your organization understand the benefits of considering or implementing ISO/IEC 20000.

ISO/IEC 20000 allows companies to demonstrate to its customers and staff that it operates with business integrity and security and that it promotes an internal culture of continual quality improvement in an IT Service Management Framework.

The specific objectives of the training are to:

- Provide an understanding of the ISO/IEC 20000 Standard and associated EXIN Certification process
- Provide a basic overview of the ISO/IEC 20000 standard
- Ensure an understanding of the people certification process
- Review the benefits of achieving ISO/IEC 20000

Course Expected Outcomes

Upon completing this training session, candidates will be able to:

Understand the responsibilities of a company in achieving ISO/IEC 20000 certification. Specifically:

- Understand what ISO/IEC 20000 is
- Review the benefits that it can bring
- Explore the relationships with other IT Frameworks
- Work towards formal ISO/IEC 20000 qualifications
- Describe the key processes

Customization

An element of customization is possible within the standard price. Further tailoring to meet specific requirements is available at additional cost.

ITSM and ISO/IEC 20000

ISO/IEC 20000 certification, proves that your company can offer best practice in service management and service delivery. Many companies claim to implement ITSM best practice but these are often selective implementations, which are not independently checked. With ISO/IEC 20000 as with any other standard, the use of best practice will be assessed annually. This ensures that the benefits to the organization are maximized. These benefits will cover improved quality of service, cost savings, reduced risk and continuous improvement.

Even if your company does not go for formal certification, the mandatory requirements in ISO/IEC 20000 provide a focus for how to implement best practice service management within an ITSM environment.

Finally, for many companies, the benefits are in demonstrating a competitive edge or in being able to respond to proposal requests that demand ISO/IEC 20000 certification.

Structure

The course is based on the ISO/IEC 20000 specification and is reinforced through the Trainers' proven implementation track record.

This 1-day course covers IT Service management, the standard and certification process and an overview of the standard contents. The course also spends time on the overview of the standard contents for each process.

Content

The course includes:

Recap on IT Service Management

ISO/IEC 20000 standard and certification process

- Introduction and background
- Use and application of the standard (Part 1 and Part 2)
- Role of toolsets
- Assessments and audits
- ISO/IEC 20000 standard and certification process
- The people certification scheme
- Eligibility and scoping
- Benefits of achieving ISO/IEC 20000

Overview of the ISO/IEC 20000 Service Management standard

Coordination and integration processes

- Requirements for a Management System
- Planning and implementing service management
- Planning and implementing new and changed services

Overview of service delivery processes

- Service Level Management
- Capacity Management
- Service Continuity and Availability Management
- Budgeting and Accounting for IT Services
- Service Reporting
- Information Security Management

Overview of resolution, control and release processes

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

Overview of relationship processes

- Business Relationship Management
- Supplier Management

Documentation

Students are provided with an in-course hand-out.

Examination

This course does not have an examination available.

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