IT Service Management Foundation based on ISO/IEC 20000

Course Description (v1.1)

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Target Group

ITSM Foundation is intended for everyone playing a role or having an interest in IT service management. This includes staff from internal and external service providers, their customers, and their managers.

There is no pre-requisite for this course.

Objectives

The course objectives are:

- To introduce the hi-level concepts of the ITSM based on ISO/IEC 20000
- To understand the ISO/IEC 20000 terminology, structure and basic concepts
- To understand how ITSM and ISO/IEC 20000 can help in improving IT service management
- To successfully obtain the foundations certificate

Aim of the Qualification

The syllabus of ISO/IEC 20000 Foundation is designed to provide knowledge of what an IT service management system is and the minimum requirements that service providers should aspire to within the context of ISO/IEC 20000. It will test the Preparation Guide IS20F.EN Issue 1.0 page 5 capability of the candidate to remember and "understand" the concepts that are explained.

Successful candidates will receive a third-party, internationally recognized confirmation of knowledge in management systems as per ISO/IEC 20000.

Exam

Duration: 60 minutes
Number of questions: 40
Pass mark: 65% (26 out of 40)
Open book/notes: no
Electronic equipment/aides permitted: no

Content

DAY 1

TOPIC	SLIDES
ISO/IEC 20000 certification and course outline	1 to 8
The quality approach – Service & Quality	9 to 24
The quality approach – IT Service Management	25 to 42
BREAK	
The quality approach – Continual Improvement	43 to 61
The quality approach – Standards & Best Practices	62 to 99
LUNCH BREAK	
Alignment of IT and the Business	100 to 105
Alignment of IT and the Business – IT Business Relationship Management	106 to 113
BREAK	
Alignment of IT and the Business – Service Level Management	114 to 123
Alignment of IT and the Business – Supplier Management	124 to 134
Sample exam	109

DAY 2

TOPIC	SLIDES
Day 1 Review and Sample Exam Correction	3
Alignment of IT and the Business – Service Reporting	4 to 11
Alignment of IT and the Business – Budgeting and Accounting for IT Services	12 to 21
Delivery of IT Services	22 to 25
Delivery of IT Services – Availability Management	26 to 34
BREAK	
Delivery of IT Services – Capacity Management	35 to 41
Delivery of IT Services – Service Continuity Management	42 to 50

DAY 2 CONTINUED

TOPIC	SLIDES
LUNCH BREAK	
Delivery of IT Services – Information Security Management	51 to 61
Control of IT Processes	62 to 64
BREAK	
Control of IT Processes – Change Management	65 to 73
Control of IT Processes – Release Management	74 to 83
Control of IT Processes – Configuration Management	84 to 96
Support of IT Processes	97 to 100
Support of IT Processes – Incident Management	101 to 109
Support of IT Processes – Problem Management	110 to 120
Support of IT Processes – Service Desk	121 to 124
Sample exam #2	125

DAY 3

TOPIC	SLIDES
Day 2 review	3
Management and Improvement – Management System for ITSM	4 to 20
Management and Improvement – Planning & improving Service Management	21 to 50
BREAK	
Management and Improvement – Planning & Improving Service Management	51 to 66
LUNCH BREAK	
Overall review (Optional)	
BREAK	
Exam Administration	
Certification exam	

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