

ISO/IEC 20000 Foundation

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2

DAYS

Introduction

Clients request that their (internal or external) IT Service Providers can prove that they are able to provide the required service quality and have appropriate service management processes in place. Based on processes, ISO/IEC20000 is an internationally recognized standard for IT Service Management. ISO/IEC20000-1 (Part 1) is the formal specification which defines the requirements that must be achieved. ISO/IEC20000-2 (Part 2) describes a code of practice. ISO/IEC20000 certification is awarded after audits conducted by Registered Certification Bodies, which ensure that a service provider designs, implements and manages an IT Service Management system in line with the requirements of the standard. This course provides a basic insight in the specifications and code of practice for ISO/IEC20000.

Format

Participants will learn the principles and core elements of the ISO/IEC20000 standard for IT Service Management. An interactive approach is used combining lecture, discussion and handouts to prepare participants for the ISO/IEC20000 Foundation certification exam.

Main Objectives

- Recognize and understand the key concepts of ISO/IEC20000.
- Understand the working of the ISO/IEC20000 standard and the potential contribution to the IT organization.
- Get insight in implementing ISO/IEC20000 and its challenges.
- Understand the auditing and certification process on the ISO/IEC20000.

Duration

The ISO/IEC20000 Foundation is a two (2) day course that prepares participants for the certified ISO/IEC 20000 Foundation exam (optional test at the end of day 2), which is an integral part of the course curriculum.

Certification

This course prepares the participant for the official Exin ISO/IEC20000 Foundation Exam (optional). Participants who pass the exam are prepared extensively through test exams and instructor feedback. The exam is a 40 question multiple choice exam. Participants will receive the certificate after answering at least 26 questions correctly.

Prerequisites

None

The ISO/IEC20000 Foundations (training) is suitable for a broad audience:

- All members of IT Service providers (both internal and external) that have an interest or play a role in ISO/IEC 20000, regardless of certification of the organization.
- Members of organizations that request their service provider to be ISO/IEC20000 certified.
- People that want to understand the quality principle in managing IT Services from the user perspective.
- The Foundation Certificate is the prerequisite for the other qualifications

Profecto är experter på ITIL och Service Management samt en ledande leverantör av utbildning och konsulttjänster inom området. Ackrediterade utbildningar med instruktörer som har gedigen praktisk erfarenhet.

Profecto stödjer också kunders införande och förändringsprojekt med konsulttjänster. Att leda förändringsarbetet och driva projektet samt förankra och skapa ett positivt mottagande.



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