

ISO/IEC 20000 Implementation

ISO/IEC 20000 Consultant

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ISO/IEC 20000:2005

Published by the International Organization for Standardization (ISO) and International Electrotechnical Commission (IEC), ISO/IEC 20000:2005 is the first worldwide quality standard specifically aimed at IT support and maintenance organizations. It describes an integrated set of processes and management approach for the effective delivery of IT services to the internal or external customer. ISO20000 is basically a marriage between two best practices: ISO9000 and ITIL®. The main difference between ITIL and ISO20000 is the possibility of certification by an independent auditor.

Format

Quint's three-day ISO20000 Implementation Course offers a unique series of focused sessions where participants are educated on the full potential of ISO20000. The course provides experience-based guidelines and concepts regarding implementing ISO20000, with special emphasis on the 'soft' aspects of changing an organization. This, undoubtedly, will allow for the development of essential skills to support the decision making process and, allow for the drawing up of detailed implementation

Objectives

Both through lecture and hands-on exercises the participants will experience how to:

- Understand the ISO20000 framework, its processes and requirements.
- Gain insight in executing a successful ISO20000 implementation, covering both the 'hard' and 'soft' aspects.
- Share ISO20000 implementation experiences with an experienced Quint consultant.
- Ensure participants pass the itSMF exam and obtain the itSMF's ISO20000 Consultant Certificate.
- Understand the potential contributions of the ISO20000 i.e. increased manageability of an organization's service, infrastructure and applications

Prerequisites

Potential candidates:

- are certified at ITIL Foundation level
- have experience in projects, managerial or management of change.

This ISO20000 Implementation Course is developed for organization with employee involved in implementing the ISO20000 framework, ITIL or ISO9000 within an IT environment. They are expected to have detailed knowledge of ITIL, project- and change-management.

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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Duration

The ISO20000 Implementation Course takes three days and combines theoretical sessions with practical hands-on exercises (approximately 30% of the time)

Curriculum

- Key concepts of ISO20000
- Practical implementation issues
- Case-study based exercises
- Exam preparation
- ISO20000 Consultant Certificate

Certification

This course prepares the participant for the official itSMF exam and obtain the itSMF's ISO20000 Consultant Certificate.

Day 1

- Theory: What is ISO20000 and how it can solve specific business challenges.
- Theory: Explain the individual of both part one and two of the standard, its requirements and how these requirements can be met and audited on.
- Practical: Introduction to case study.

Day 2

- Practical: Exercise based on the case study highlighting the key issues and improvement areas.
- Theory: Guidelines on executing a successful ISO20000 implementation project (hard aspects).
- Practical: Exercise-based on the case study with emphasis on the 'hard' aspects.
- Theory: Guidelines on executing a successful ISO20000 implementation project (soft aspects).

Day 3

- Practical: Exercise-based case study with emphasis on the soft aspects.
- Theory: Auditing and certification on ISO20000.
- Theory: Managing your interfaces with development, suppliers and customers.
- Practical: Mapping theory to the participants' organizations and tackling specific issues.
- Multiple choice exam followed by a written exam

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