



BISHOPS BEECH



itSMF Accredited ISO/IEC 20000 Courses

IT SERVICE MANAGEMENT TRAINING & CONSULTANCY

ISO/IEC 20000 Consultant Course – 3 days

This three day course is accredited by itSMF and aimed at:

- Consultants and Project Managers involved in preparing and assisting organisations to achieve ISO/IEC 20000 certification
- Internal Auditors and Assessors involved in auditing and assessing their own organisations progression towards and readiness to achieve ISO/IEC 20000 certification, and monitoring ongoing compliance with the standard.

Pre-requisites: ITIL Foundation Certificate in IT Service Management (ITSM) and ideally the Manager's Certificate is recommended. Additionally each delegate should possess good communication skills along with five years general IT experience as either

- An IT practitioner or manager with 3 years experience in ITSM as a practitioner, supervisor or manager, or
- An IT Consultant with 3 years experience in ITSM processes or projects.

Outcomes: Candidates who pass the itSMF ISO/IEC 20000 Consultants Certificate exam held at the end of this course will have demonstrated knowledge and understanding of the application of the ISO/IEC 20000 processes in the delivery of quality IT services, scoping issues, defining the interfaces and dependencies involved in the preparation, delivery and continuous improvement of IT services in accordance with ISO/IEC 20000.

Course contents:

- Introductions, background to ISO/IEC 20000,
- The itSMF ISO/IEC 20000 certification scheme
- ISO/IEC 20000 Overview – terminology, processes and objectives
- ISO/IEC 20000: Part 1 in detail – The Specification for Service Management
- ISO/IEC 20000: Part 2 in detail – The Code of Practice
- Service Management toolsets
- ISO/IEC 20000 scoping issues
- The use and application of ISO/IEC 20000
- Practical implementation of ISO/IEC 20000
- Preparing for initial assessment and the formal audit
- Examination preparations and practice
- itSMF Examination (1 hour multiple choice plus 1 hour assignment)