



## ISO / IEC 20000 FOUNDATION WITH EXIN CERTIFICATION

Course: ISOF; Duration: 3 Days; Instructor-led

### WHAT YOU WILL LEARN

This course provides a basic insight in the specifications and code of practice for ISO/ IEC20000 and covers the second edition of the standard (ISO/IEC 20000-1:2011) which cancels and replaces the first edition (ISO/IEC 20000-1:2005)

- Some of the main differences are as follows:
- Closer alignment to ISO 9001
- Closer alignment to ISO/IEC 27001
- Change of terminology to reflect international usage
- Clarification of the requirements for the governance of processes operated by other parties
- Clarification of the requirements for defining the scope of the SMS
- Clarification that the PDCA methodology applies to the SMS, including the service management processes, and the services
- Introduction of new requirements for the design and transition of new or changed services

Students who have attended this course are suitably prepared to successfully take the associated ISO/IEC 20000 Foundation certification test which is one of the possible pre-requisites for the Practitioner qualification

### AUDIENCE

Staff working within an IT service provider organization who require a basic understanding of the standard, Staff working within service providers who are already certified to ISO/IEC 20000 or those considering its implementation.

### PREREQUISITES

There are no pre-requisites for this course, although a basic knowledge of Service Management concepts will be helpful

### METHODOLOGY

Participants will learn the principles and core elements of the ISO/IEC 20000 standard for IT Service Management. An interactive approach is used combining lecture, discussion and handouts to prepare participants for the ISO/IEC 20000 Foundation certification exam

### COURSE OBJECTIVES

At the end of this course the student will be able to understand the scope, objectives and high level requirements of the ISO/IEC 20000 standard, how it is used in a typical IT service provider organization, together with the main elements of the certification process.

Specifically, the student will understand:

- The background to ISO/IEC 20000
- The scope and purpose of Parts 1, 2, 3 and 5 of ISO/IEC 20000 and how these can be used
- The key terms and definitions used
- The fundamental requirements for an SMS and the need for continual improvement
- The processes, their objectives and high level requirements in a typical IT service provider scenario
- Applicability and scope definition requirements
- The purpose of internal and external audits, their operation and the associated terminology.
- The operation of the APMG Certification Scheme
- The relationship with best practices and related standards

### COURSE OUTLINE

#### Module 1 - Overview Of ISO/IEC 20000

#### Module 2 - The Schemes Available For Certification And Qualification

#### Module 3 - Compatibility Of The SMS With Other Management System Standards

#### Module 4 - Terms And Definitions

#### Module 5 - The SMS, And The Concepts, Responsibilities, Requirements And Processes Needed To Confirm

#### Module 6 - The Deming Cycle

#### Module 7 - An Understanding Of The Concepts And Requirements Of Each Process Defined Within ISO/IEC 20000