

## **ISO/IEC 20000 Practitioner**

Duration: 3 days; Instructor-led

### **WHAT YOU WILL LEARN**

This course provides sufficient understanding of ISO/IEC 20000 and its application to be able to analyze and apply the gained knowledge to a range of activities that would support organizations in conforming to the requirements of Part 1, and achieving and retaining ISO/IEC 20000 certification.

The course 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

### **AUDIENCE**

This qualification is aimed at practitioners, managers and consultants involved in an SMS implementation and/or on-going activities based on ISO/IEC 20000.

### **PREREQUISITES**

The candidate must hold the following qualification to qualify to sit the Practitioner exam:

ISO/IEC 20000 Foundation

### **METHODOLOGY**

This program will be conducted with interactive lectures, PowerPoint presentations, discussions and practical exercises

### **COURSE OBJECTIVES**

At the end of this course the student will be able to:

- Understand the purpose, use and application of Parts 1,2,3 and 5 of the standard
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000-1 and certification
- Understand, explain and advise on issues regarding applicability, eligibility and scope definition
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices in common use and related standards
- Explain and apply the requirements of Part 1
- Explain the use of technology and tools to support the implementation and improvement of an SMS, the achievement of certification and the ongoing demonstration of conformance to Part 1.
- Advise and assist in ISO/IEC 20000 certification readiness assessments
- Produce a gap analysis supported by an improvement and implementation plan
- Understand, create and apply a service management plan
- Assist and advise organizations on the implementation of continual improvement processes
- Prepare organizations for an ISO/IEC 20000 certification audit using the regulations of the APMG Certification scheme.