

ISO 20000 Foundation

ISO/IEC 20000 is an international standard that allows organizations to demonstrate excellence and prove best practice in IT service management. The standard allows IT service provider organizations to achieve conformance to a service management system which requires them to continually improve their delivery of IT services. ISO/IEC 20000 was first released in 2005 and is now at the second edition. It aligns to the IT infrastructure library (ITIL®) best practice framework. The adoption of ISO 20000 has grown rapidly in the international arena for both internal and external IT service providers and it has become a competitive differentiator for delivery of IT services.

Who should attend?

This course has been designed for Members of an IT Service team, IT Professionals wanting to gain a comprehensive knowledge of the main processes of a Service Management System (SMS), Staff involved in the implementation of the ISO 20000 standard, Technicians involved in operations related to an SMS, Auditors.

Benefits

understand the implementation of an IT Service Management System in accordance with ISO 20000

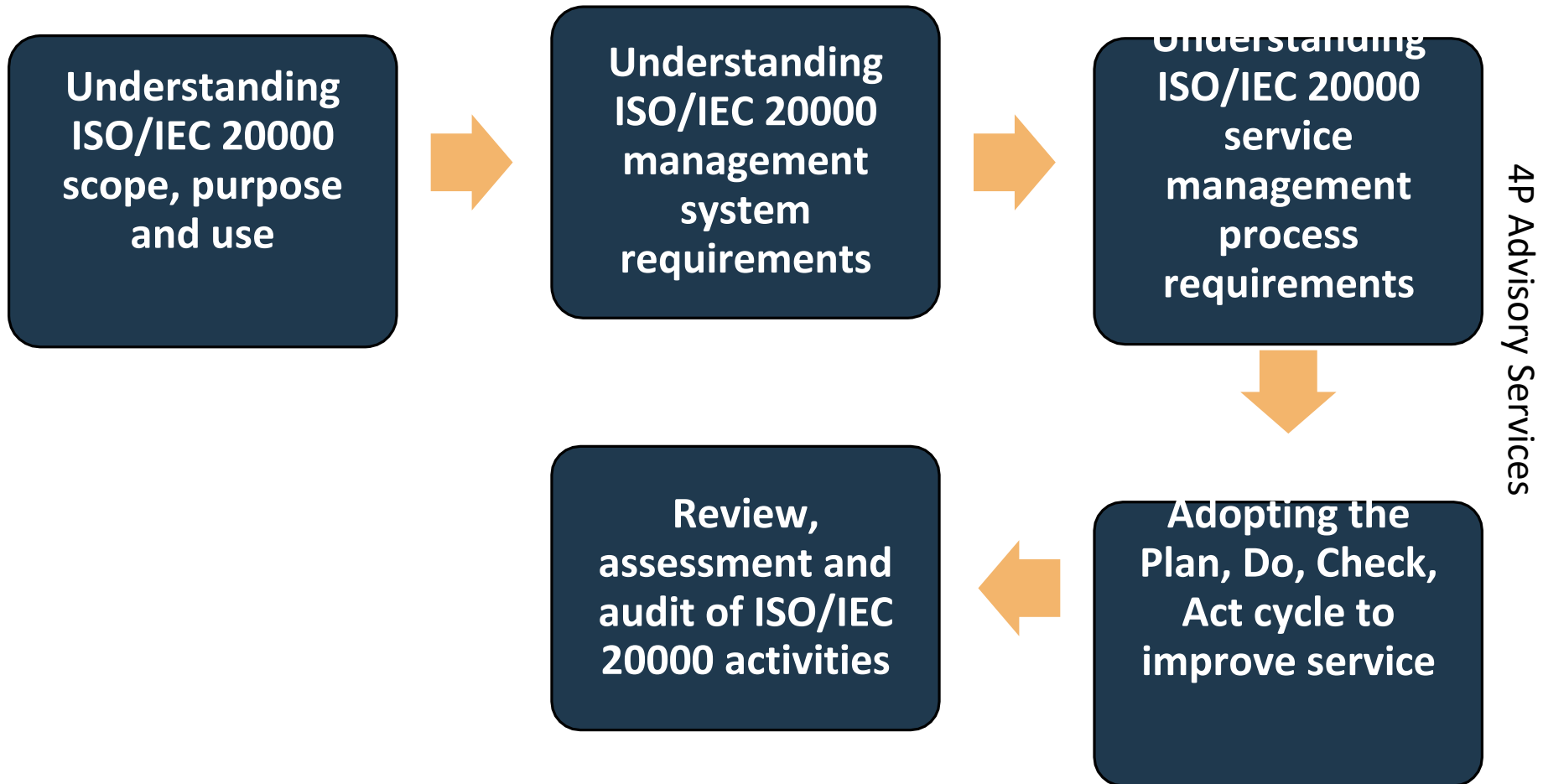
understand the relationship between the IT Service Management System, including the management processes and compliance with the requirements of different stakeholders of the organization

know the interrelationships between ISO/IEC 20000-1:2005, ISO/IEC 20000-2:2005 and ITIL

know the concepts, approaches, standards, methods and techniques allowing to effectively manage an IT Service Management System

acquire the necessary expertise to contribute in implementing an IT Service Management System (SMS) as specified in ISO 20000

Course Outline



Prerequisites for the EXAM

- There are no pre-requisites for this course as such, although the ITIL® V3 Foundation Certificate is strongly recommended.

Exam Details

- Number of Questions – 40 Multiple Choice Questions, carrying 1 mark each
- Duration – 1 hour
- Open book exam – No
- Use of electronic devices permitted during the exam – No
- Pass mark – 65% (26 out of 40)



JOIN NOW!

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