

APMG Accredited ISO/IEC 20000 Practitioner

3 Day Public or Private Course

Course Overview

This APMG qualification is designed to communicate the details of the practitioner within the ISO/IEC 20000 APMG certification scheme guidelines. It includes :

- Introduction and background to ISO/IEC 20000
- Certification scheme explained
- ISO/IEC 20000 overview; terminology, process and objectives
- ISO/IEC 20000 scoping and eligibility (applicability)
- ISO/IEC 20000-1:2011 in detail : Service management system requirements (SMS)
- ISO/IEC 20000-2:2012 in detail : Guidance on the application of service management systems
- ISO/IEC 20000-3:2009 overview : Scope definition and applicability of ISO/IEC 20000-1
- ISO/IEC 20000-4:2010 overview : Process reference model
- ISO/IEC 20000-5 overview : Exemplar implementation plan for ISO/IEC 20000-1
- Implementation of ISO/IEC 20000
- Use and application of ISO/IEC 20000
- Preparation for formal certification and surveillance audits
- The role of the service management toolset in certification
- Pitfalls to be aware of and how these can be addressed
- Exam practice and preparations
- Our delegates enjoy pass rates that well exceed the average for all other course providers for this qualification.

Target Audience

This course is aimed at process practitioners, project managers, internal auditors and consultants who are working with clients to develop their certification strategy and understand their clients' current capability against the standard.

Delivery Method

Interactive Classroom

Pre-Requisites

- Either ITIL® service management Foundation certificate or the APMG ISO/IEC 20000 Foundation certificate
- IT practitioner or manager with at least 3 years experience in IT service management environment as a practitioner, supervisor or manager
- ITSM consultant with at least 3 years general IT experience

Documentation

Delegates are provided with:

- Course material hand-out
- Copy of the *i*SMF pocket guide: Planning and Achieving ISO/IEC 20000 Certification.
- Access to ISO/IEC 20000-1:2011

Examination

3 hour scenario based multiple choice paper.

4 questions each worth 20 marks

Maximum 80 marks available

Delegates must achieve at least 50% (40 marks) to pass.