

## ISO/IEC 20000 Awareness

### Half Day Public or Private Course

#### Course Overview

The course provides delegates with an overview of ISO/IEC 20000 the international standard for IT service management and will include:

- Recap on IT service management and ITIL
- ISO/IEC 20000 standard and certification process
  - Introduction and background
  - Use and application of the standard (Parts 1, 2, 3, 4 and 5)
  - Role of toolsets
  - Assessments and audits
  - The certification scheme
  - Eligibility and scoping
  - Benefits of achieving ISO/IEC 20000
- Overview of the ISO/IEC 20000 service management standard
  - Service management system
  - Design and transition of new and changed services
  - The service delivery processes
  - The relationship processes
  - The resolution processes
  - The control processes
- Base-lining & benchmarking methods & self-assessments
- Relationship with other standards
  - ISO/IEC 27001 Information Security Management System
  - ISO/IEC 38500 Corporate Governance of IT
- Roadmap to compliance with the requirements of the standard
- Approaches to achieve certification

#### Course Objectives

- To provide a basic overview of the ISO/IEC 20000 standard and associated APMG certification process
- To provide an understanding of the certification process
- To review the benefits of achieving certification against the requirements of ISO/IEC 20000
- How to conduct an ISO/IEC 20000 self-assessment

#### Target Audience

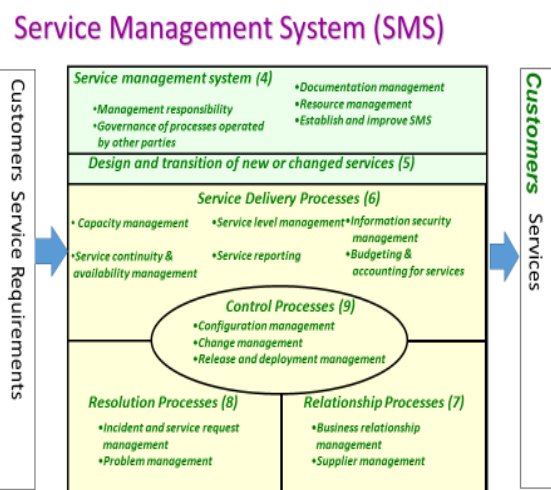
The course is aimed at all levels within the organisation who want to gain an overview of the elements of the ISO/IEC 20000 standard, the certification process and the benefits certification can bring to the organisation. Delegates would normally have at least a basic understanding of the principles of IT service management and a basic understanding of ITIL.

#### Documentation

Delegates are provided with:

- An in course hand-out and a copy of the *itSMF* pocket guide: Planning and Achieving ISO/IEC 20000 Certification.

#### ISO/IEC 20000 Framework



**To purchase a copy of the standard visit:**

[www.iso.org](http://www.iso.org)