

Course overview

ISO/IEC 20000 Foundation Certificate (HG878)



This 3-day course explains the terminology, structure, processes and activities relating to the ISO/IEC 20000 standard for IT Service Management. This course offers participants a high-level understanding of the ISO/IEC 20000 standard and the benefits it can bring to their organizations. An appreciation will also be gained of the steps involved in achieving and maintaining certification.

Audience

IT professionals who require an understanding of ISO/IEC 20000 and how it may be used to enhance the quality of IT services provided by an IT organization.

Operational staff involved in the day-to-day activities of an IT organization and the execution of processes such as Incident Management, Problem Management, Change Management, etc.

Prerequisites

None.

However, participants who hold one or more of the following certificates will already understand some of the concepts discussed in the course:

- ITIL® V3 Foundation Certificate in IT Service Management
- ITIL® V2 - V3 Foundation Bridge Certificate
- ITIL® V2 Foundation Certificate in IT Service Management

It is recommended that participants read the following publications and bring copies of them to the course:

- ISO/IEC 20000-1:2005(E) Information technology – Service management – Part 1: Specification
- ISO/IEC 20000-1:2005(E) Information technology – Service management – Part 2: Code of practice

Examination candidates should be aware that at least 4 hours of personal study are required outside of the course hours.

Course Objective

Upon successful completion of this course participants will understand:

- The content and purpose of the ISO/IEC 20000 standard
- How an IT organization can obtain certification against the standard
- The role of Registered Certification Bodies (RCBs)
- How the ISO/IEC 20000 standard relates to ITIL and other standards and methodologies

Participants will also gain the knowledge necessary to prepare for the ISEB and EXIN ISO/IEC 20000 Foundation examinations.

Benefits to You

- Gain an understanding of the ISO/IEC 20000 standard and how it can be used to improve IT Service Management in your organization
- Understand the requirements of the standard
- Understand the process for obtaining and maintaining certification against the standard

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Course Title: ISO/IEC 20000 Foundation Certificate

HP Product Number: HG878

Category/Subcategory: ITIL/ITSM

Course Length: 3 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Detailed Course Outline

Introduction and background to ISO/IEC 20000

Quality defined

Other standards and frameworks

Self-Declaration of Conformity

The ISO/IEC 20000 Certification Scheme

The ISO/IEC 20000 Qualification Scheme

Audits and Assessments

Achieving ISO/IEC 20000 Certification

ISO/IEC 20000 Part 1

Eligibility and Scoping

ISO/IEC 20000 Part 2 – a brief look

How to implement and maintain ISO/IEC 20000

Exam Techniques

Tools considerations

Organizations that can help

Individual and Group Assignments

Revision and Mock Examinations

Formal Examination

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