ISO/IEC 20000 Foundation Course – 3 days

This three day course is accredited by APMG and aimed at:

> ➤ Anyone working in IT that requires a basic understanding of the principles of IT service management and how ISO/IEC 20000 is used in a typical service provider organization.
> ➤ It is also useful as an introduction for practitioners and managers involved in preparing and assisting an organisation to achieve ISO/IEC 20000 certification
> ➤ Internal auditors, practitioners and assessors involved in auditing and assessing their own organisation's progression towards and readiness to achieve ISO/IEC 20000 certification and monitoring ongoing compliance with the standard will also benefit.
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> *Note – Auditors involved with external certification audits should consider attending the 2 day RCB Auditor course as an alternative.*

Pre-requisites: There are no formal pre-requisites, although experience of working in IT is strongly recommended. Additionally each delegate should possess good communication skills.

Outcomes: Candidates who pass the APMG ISO/IEC 20000 Foundation Certificate exam held at the end of this course will have demonstrated knowledge and understanding of the ISO/IEC 20000 definitions, principles and processes used in the delivery and continual improvement of quality IT services.

Course contents:

> ➤ Introductions, background to ISO/IEC 20000,
> ➤ The APMG ISO/IEC 20000 certification scheme
> ➤ ISO/IEC 20000 Overview – usage and purpose
> ➤ The overall service management system
> ➤ Service management processes and requirements
> ➤ Applicability and scoping considerations
> ➤ Achieving and maintaining certification
> ➤ Examination preparations and practice
> ➤ APMG Examination (1 hour multiple choice)

Best practice, ISO/IEC 20000, and other related models

Best practice in IT service management describes the set of basic processes, their benefits and issues, required to operate and manage infrastructure and services effectively and efficiently.

It has been adopted worldwide by many organisations ranging from the largest global corporations to much smaller local companies in all areas of industry in both the private and public sectors.

ISO/IEC 20000 is the worldwide standard for IT Service Management. It is closely aligned with best practice and also contains management processes which will be familiar to organisations operating other quality standards such as ISO 9001, ISO/IEC 27001, etc.

There is also a coherent relationship between the standard and other models widely used in IT such as COBIT®, SOX, etc as well as the more general quality frameworks such as EFQM®.

Examination

The Foundation Certificate is awarded to candidates who pass a one-hour multiple-choice examination held at the end of the course.   It is a stand-alone qualification in its own right, and also satisfies the pre-requisites for entry to related courses such as ISO/IEC 20000 Practitioner.

Course Timings

The course is held over 3 days, with sample exam questions to help familiarise delegates with the nature of typical exam questions. The final examination is held on the afternoon of the third day, and takes 1 hour.

Your Presenter

All Bishops Beech instructors have extensive practical consultancy and auditing experience in the real world at all levels, public and private sector, are highly experienced instructors and are qualified to the highest levels in IT service management.