ISO/IEC 20000 Awareness

Half Day 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)
  - Role of toolsets
  - Assessments and audits
  - The certification scheme
  - Eligibility and scoping
- Overview of the ISO/IEC 20000 Service Management standard
  - Requirements for a Service Management System (SMS)
  - Role of leadership
  - Planning of the SMS
  - Support of the SMS
  - Operation of the SMS
  - Performance evaluation
  - Improvement
- Overview of ISO/IEC 20000 processes
- Relationship with other standards
  - ISO/IEC 27001 Information Security Management System
  - ISO 9001 Quality Management System
- Roadmap to compliance with the requirements of the standard

Course Objectives

- To provide a basic overview of the IS0/IEC 20000-1:2018 standard and associated Parts
- To provide an understanding of the certification process
- To review the benefits of achieving certification against the requirements of ISO/IEC 20000-1:2018

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 and the certification process.

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:

- Classroom courses: printed copy of the slides
- Virtual courses: electronic copy of the slides

To purchase a copy of the standard visit:

www.iso.org