ISO/IEC 20000 Practitioner Course – 3 days

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

- Consultants, practitioners and managers involved in preparing and assisting organisations to achieve ISO/IEC 20000 certification
- Internal Auditors, practitioners and assessors involved in auditing and assessing their own organisations progression towards and readiness to achieve ISO/IEC 20000 certification and monitoring ongoing compliance with the standard.

Note – Auditors involved with external certification audits should consider attending the 2-day RCB Auditor course as an alternative.

Pre-requisites: Either an APMG ISO/IEC 20000 Foundation or Foundation Certificate in IT service management is required[1]. Additionally, each delegate should possess good communication skills along with five years general IT experience as either:

- An IT practitioner or manager with 3 years of experience in service management as a practitioner, supervisor or manager, or
- An IT consultant with 3 years of experience in service management processes or projects.

Outcomes: Candidates who pass the APMG ISO/IEC 20000 Practitioner Certificate exam held at the end of this course will have demonstrated knowledge and understanding of the application of the ISO/IEC 20000 processes in the delivery of quality services, scoping issues, defining the interfaces and dependencies involved in the preparation, delivery and continuous improvement of services in accordance with ISO/IEC 20000.

Course contents:

- Introductions, background to ISO/IEC 20000,
- The APMG ISO/IEC 20000 certification scheme
- ISO/IEC 20000 Overview – terminology, processes and objectives
- ISO/IEC 20000-1:2018 Service management system (SMS) requirements
- ISO/IEC 20000-2:2012 Guidance on the application of SMS
- ISO/IEC 20000-3:2012 Scope definition and applicability
- Service Management toolsets
- ISO/IEC 20000 scoping issues in detail
- The use and application of ISO/IEC 20000
- Practical implementation of ISO/IEC 20000
- Preparing for initial assessment and the formal audit
- Examination preparations and practice
- APMG Examination (3-hour multiple choice)

[1] Other qualifications may be accepted. Please ask for details.

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

Best practice in 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 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 widely used models such as COBIT®, SOX, etc as well as the more general quality frameworks such as EFQM®.

Examination

The Practitioner Certificate is awarded to candidates who pass a three-hour complex multiple-choice examination held at the end of the course.

Course Timings

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

Your Presenter

Stuart Wright has extensive practical consultancy and auditing experience in the real world at all levels, public and private sector. He is a highly experienced instructor, having trained over 6000 delegates in ITSM related courses over the past 24 years. He has held first lecturer status for multiple examination bodies.

Severn Valley ITSM Ltd

Severn Valley IT Service Management Ltd is accredited by APMG to deliver the full range of APMG ISO/IEC 20000 courses.

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