

## ISO/IEC 20000 Awareness: A One-Day Overview - 1 Day

### *Course 3901 Overview*

**You Will Learn How To**

- Implement key processes to achieve ISO/IEC 20000 certification
- Explain the relationship between the ISO/IEC 20000 standard and ITIL®
- Clarify the certification scheme and related processes
- Recognise the eligibility and scoping statement requirements
- Identify the benefits of achieving ISO/IEC 20000 certification

**Course Benefits**

ISO/IEC 20000 is an international IT standard that allows organisations to demonstrate excellence and prove best practices in IT service management. This standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements. This course provides a broad overview of the ISO/IEC 20000 standard and certification scheme.

**Who Should Attend**

Anyone who wants an overview of the ISO/IEC 20000 standard and certification process. A basic understanding of IT service management and ITIL is helpful but not required.

**Workshop Course**

In this course, you gain knowledge of the ISO/IEC 20000 standard and certification scheme. Workshops include:

- Reviewing the relationship between ISO/IEC 20000 and ITIL
- Identifying strengths and weaknesses and the motivation for getting certified

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### Course 3901 Outline

#### Overview of IT Service Management

##### Introduction to ISO/IEC 20000

- ISO/IEC 20000 standard and certification process
- Benefits of achieving ISO/IEC 20000 certification
- Use and application of the standard
- Terms and definitions
- Role of toolsets
- Assessments and audits
- Eligibility and scoping

##### The ISO/IEC 20000 certification scheme

- The structure and scope of the scheme
- The route to certification
- The relationship to other standards
- The relationship between ITIL and ISO/IEC 20000

##### The ISO/IEC 20000 Service Management Standard

###### Coordination and integration processes

- Service management system requirements
- Guidance on application of service management systems
- Planning and applying new and changed services

###### Service delivery processes

- Service level management
- Capacity management
- Service continuity and availability management
- Budgeting and accounting for IT services
- Service reporting
- Information security management

###### Resolution, control and release processes

- Incident management
- Problem management
- Configuration management
- Change management
- Release management

###### Relationship processes

- Business relationship management
- Supplier management

###### Eligibility and scoping

- Eligibility criteria
- Scoping statements

##### How to Achieve Certification

- The path to certification
- Implementing the standard
- Preparing for certification
- The audit and what happens afterwards