

Achieving ISO/IEC 20000 Foundation Certification - 3 Days

Course 3902 Overview

- You Will Learn How To**
- Prepare for and take the ISO/IEC 20000 Foundation Certification exam
 - Assess the processes and objectives of ISO/IEC 20000 and IT service management (ITSM)
 - Explore the fundamental requirements for a service management system (SMS)
 - Confirm the purpose of internal and external audits, their operation and associated terminology
 - Define eligibility and scoping requirements for organisations seeking ISO/IEC 20000 certification
- Course Benefits** The ISO/IEC 20000 Foundation Certification validates your knowledge of the contents and requirements of the standard and is required prior to obtaining the ISO/IEC 20000 Practitioner Certification. In this course, you gain the skills to take the ISO/IEC 20000 Foundation Certification exam given on the final day of class.
- Who Should Attend** Those who want to achieve ISO/IEC 20000 Foundation Certification. This course is particularly valuable for employees within organisations already ISO/IEC 20000 certified or those considering certification. The ITIL® Foundation Certificate is strongly recommended.
- Workshop Course** Workshops and practice exams provide knowledge of key ISO/IEC 20000 processes and objectives and prepare you for the ISO/IEC20000 Foundation Certification Exam. Workshops include:
- Reviewing terms and definitions
 - Distinguishing between documents and records
 - Assessing the mandatory activities
 - Clarifying key areas for review
 - Identifying nonconformances
 - Analysing how business relationship management operates in relation to the standard

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Course 3902 Outline

Overview

Facts, terms and concepts related to ISO/IEC 20000

- Best practice approaches to service management
- AMPG ISO/IEC 20000 qualification schemes
- Relationship with ITIL®
- Defining terms used in the standard
- Reviewing the structure and sections of ISO/IEC 20000

Exploring the high-level concepts, responsibilities and requirements

- Differences between ISO/IEC 20000 and ITIL
- Relationship of ISO/IEC 20000 and other related standards

Service Management System (SMS)

Reviewing the structure of SMS requirements

- Management responsibility
- Governance
- Documentation management
- Resource management
- Establishing and improving the SMS

Requirements for the ISO/IEC 20000 SMS

- The purpose and use of the SMS
- Requirements within the context of management, documentation and resources
- Establishing and improving the SMS

Design and Transition of Services

Facts, terms and requirements

- Objective of design and transition
- Requirements for planning new or changed services
- Design and development requirements
- Transitioning new or changed services

Service Delivery

Service delivery processes

- Identifying the concepts and responsibilities of service-level management
- Requirements for service continuity and availability management
- Activities related to monitoring and managing the availability services
- Budgeting and accounting for services
- Interface to financial management
- Capacity management requirements

Information security management

- Requirements for information security policy
- Range and purpose of security controls
- Information security incidents and assessing requests for change

Relationship Processes

Business relationship management

- Documenting and interfacing with relevant parties
- Objectives of communication with the customer
- Procedures for customer satisfaction and complaints

Supplier management

- Managing the contract and performance of suppliers
- Roles and relationships with suppliers

Resolution Processes

Incident and service request management

- Handling incidents and breaches of service target
- Managing incidents and service requests

Problem management

- Procedures and activities for handling problems
- Management of known errors

Control Processes

Configuration management

- Scope and information requirements
- Control of information concerning CIs

Change management

- Developing, testing and implementing changes
- Managing emergency changes and a schedule of changes

Release and deployment management

- Information requirements of the release plan
- Designing and implementing release and distribution processes

Exploring the Certification Scheme

- Clauses of the standard that relate to applicability and scope
- Types of audits and assessments
- Roles and responsibilities within the scheme
- Defining the scope of services for certification
- The scope of the scheme, coverage and governance of processes