

Achieving ISO/IEC 20000 Practitioner Certification - 3 Days

Course 3903 Overview

- You Will Learn How To**
- Prepare for and take the ISO/IEC 20000 Practitioner Certification exam
 - Assist and advise organisations on the effective delivery of managed services
 - Explain the relationship between ISO/IEC 20000 and ITSM best practices
 - Produce a gap analysis with an improvement and implementation plan
 - Create and apply a service management plan
 - Advise organisations on the implementation of continual improvement processes
- Course Benefits** The ISO/IEC 20000 Practitioner Certification confirms your knowledge and ability to apply the content of the standard within currently certified organisations or those considering certification. In this course, you gain the skills to take the two ISO/IEC 20000 Practitioner Certification exams, given on the final day of class.
- Who Should Attend** Experienced ITSM practitioners, managers and consultants involved in preparing organisations for ISO/IEC 20000 adoption. The ISO/IEC 20000 Foundation Certificate or the ITIL® Foundation Certificate is required to attend this course and take the ISO/IEC 20000 Practitioner Certification Exams on the final day.
- Workshop Course** Workshops and practise exams provide you with knowledge of ISO/IEC 20000 and prepare you for the ISO/IEC 20000 Practitioner Certification Exam. Workshops include:
- Reviewing terms and definitions
 - Producing a service management plan
 - Mapping requirements to plan-do-check-act
 - Reviewing a pre-assessment audit for eligibility
 - Scoping statement suitability

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Course 3903 Outline

Background and Introduction

Development of ISO/IEC 20000 standard

- IT service management (ITSM) general principles
- The ISO/IEC 20000 standard, its application and use
- Defining the SMS and its component parts

Reviewing the APMG Certification scheme

- Relationship between ISO/IEC 20000 and other best practice frameworks
- ITIL®
- ISO 9001
- ISO 27001
- The roles and responsibilities of other organisations
- Other sources of information, knowledge and expertise

Principles of IT Service Management

Reviewing ITSM foundation knowledge

- Basic principles, key processes, terminology, relationships and interfaces
- Business relationship, service level and supplier management
- Configuration, change and release, and deployment management
- Service reporting
- Capacity, information security, continuity and availability management
- Budgeting and accounting for services

Service Management System (SMS)

Requirements

Describing the key areas within the standard

- Scope
- SMS general requirements
- Design and transition of new or changed services
- Service delivery processes
- Relationship processes
- Resolution
- Control

Analysing, explaining and applying the requirements of the overall SMS

- Designing new or changed services
- Applying the requirements of the SMS processes and their groupings
- Assessing the relationships between processes, requirements and documentation

Achieving ISO/IEC 20000 Certification within the Organisation

The initial activities for certification

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- Analysing and advising an organisation's readiness
- Producing a gap analysis report
- Identifying, prioritising and applying necessary service improvements
- Assessing the documentation and evidence required to achieve certification

Identifying the activities for certification

- Explaining and applying the steps to prepare for conformity and certification
- Illustrating the difference between an observation and a nonconformity
- Identifying potential benefits and deficiencies in tools and their implementation
- Analysing and assessing relevant factors to produce a service management plan
- Ensuring retention of certification and continual improvement

Applicability, Eligibility and Scoping Issues associated with organisations seeking certification

- Producing a valid certification scope statement for an organisation
- Analysing the applicability of the standard to and eligibility of an organisation seeking certification
- Advising on the scope of certification for an organisation in various scenarios
- Assessing the service provider governance requirements by other parties