

Hands-on course , 3
day(s)
Ref : FOI

Participants

Anyone working within an organization providing IT services and needing a basic knowledge of this standard.

Pre-requisites

A good knowledge of Information Technology is desirable. Good english(course material and QCM exam in English).

Next sessions

ISO 20000, Foundation, certification

OBJECTIVES

This course will help you understand the concepts, definitions and context of ISO / IEC 20000. It will show you the scope, application framework, and how to use it effectively. It will prepare you to pass the exam IEC 20000 Foundation.

1) Basic Introduction to ISO / IEC 20000

2) Scope and use of ISO / IEC 20000

3) Overall management system

4) The services management process

5) ISO / IEC 20000-2

6) The scope and applicability

7) Succeed and maintain the ISO / IEC 20000 certification

Certification

This course prepares candidates for the examination for certification "ISO / IEC 20000 Foundation". The exam consists of 40 questions of multiple choice (1 point each). The duration is 60 minutes and the certification is obtained if the candidate obtains at least 26 correct answers (65%).

1) Basic Introduction to ISO / IEC 20000

- The principles and the basic elements of the ISO / IEC 20000.
- The definition of IT services. The management of IT services. Aligning Business / IT.
- The context and relationships. The ISO / IEC 20000 for organizations.
- Risk implementation.

Réflexion collective

Discussion about key terms and definitions.

2) Scope and use of ISO / IEC 20000

- Scope and structure of ISO / IEC 20000 Part - 1.
- Scope and structure of ISO / IEC 20000 Part - 2.
- Scope and structure of ISO / IEC 20000 Part - 3.

Exercise

Presenting concrete examples to properly define the perimeters covered the ISO / IEC 20000.

3) Overall management system

- ISO / IEC 20000, terms and definitions.
- Comparison between ISO / IEC 20000 and ITIL® v3.
- IT governance definition.
- How to use the 4 P.
- The service management system.
- Planning and implementation of service management.
- The design and transition of new or changed services.

Exercise

Overall presentation of the different phases of the IT service management.

4) The services management process

- The service management control process.
- The resolution process.
- The processes of service delivery.
- Relations management process.

Exercise

Presentation of specific cases to define the importance of IT Service Management.

5) ISO / IEC 20000-2

- Main differences between ISO / IEC 20000 Part - 1 and ISO / IEC 20000 Part - 2.
- Good Practice Guide.

6) The scope and applicability

- The organization.
- Corporate governance and its relationship with IT.
- IT service management.

7) Succeed and maintain the ISO / IEC 20000 certification

- How successful certification ? How to maintain certification ?
- 7 Steps to certification. Tools.

- APMG exam preparation ISO / IEC 20000 Foundation.

Workshop

Passing the certification exam.