

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

### Participants

Professionals, managers and consultants with key roles in the realization and / or the operational management of service based on ISO / IEC 20000.

### Pre-requisites

Knowledge of principles and processes of IT Service Management. Be certified ITIL® v3 Foundation or ISO / IEC 20000 Foundation.

### Next sessions

# ISO 20000, Practitioner, certification

## OBJECTIVES

*At the end of this course you will be able to understand the purpose, use and application of ISO / IEC 20000. You will also be able to assist, advise and provide suggestions as to the applicability , eligibility and defining the scope of ISO / IEC 20000 certification.*

### 1) Introduction and discovery of ISO / IEC 20000

### 2) ISO / IEC 20000, scope and use

### 3) ISO / IEC 20000, implementation

### 4) Building a compliance plan

### 5) The Service Management System (SMS)

### 6) Review, exam preparation and certification

## Certification

*This course prepares for the exam for certification "ISO / IEC 20000 Practitioner". The exam consists of multiple-choice questions (open book) of 4 questions (20 points each) based on case studies. The duration is 3 hours. The candidate is certified if it gets at least 2 correct answers.*

## 1) Introduction and discovery of ISO / IEC 20000

- The principles and the basic elements of the ISO / IEC 20000.
- Key concepts: service, process, quality, ...
- The management of IT services. Aligning Business / IT.
- The ISO / IEC 20000 and quality.
- Risks implementation.
- Relations with other standards / norms (COBIT®, ISO 9000, etc.).
- The ITIL® v3 standard and ISO / IEC 20000 standard.
- The APMG ISO / IEC 20000 certification.

### Réflexion collective

*Group discussion about "Service Management" strategy.*

## 2) ISO / IEC 20000, scope and use

- ISO / IEC 20000 Scope and structure - Part 1.
- ISO / IEC 20000 Scope and structure - Part 2.
- Main differences between ISO / IEC 20000 Part 1 and ISO / IEC 20000 Part 2.

### Exercise

*Define the scope of ISO 20000 in concrete cases.*

## 3) ISO / IEC 20000, implementation

- Eligibility.
- The perimeters of the standard.
- The requirement to cover all processes.
- Integration with another system.

### Exercise

*Analysis of the eligibility of an organization.*

## 4) Building a compliance plan

- Approach development for compliance with the standard.
- What to do in case of non-compliance ?

### Exercise

*Search nonconformities in exemplary process.*

## 5) The Service Management System (SMS)

- Services Management System definition.
- Requirements for the service provider.
- Service design.
- Service Transition.
- The provision of services.
- Improving services.

### Case study

*Development of an SLA: negotiation of service agreements related organization, management and reporting. Architecture and configuration management. Management change.*

## 6) Review, exam preparation and certification

- Review session and realization of a mock exam.
- Fixed the mock exam.

- Exam preparation.

**Workshop**

*Certification exam.*