



PECB Certified ISO/IEC 20000 Foundation

Become acquainted with the best practices of IT Service Management Systems (ITSMS) based on ISO/IEC 20000

Why should you attend?

ISO/IEC 20000 Foundation training enables you to learn the basic elements to implement and manage an IT Service Management System (ITSMS) as specified in ISO/IEC 20000. During this training course, you will be able to understand the different modules of an ITSMS, including ITSMS policy, procedures, performance measurements, management commitment, internal audit, management review and continual improvement.

After completing this course, you can sit for the exam and apply for a “PECB Certified ISO/IEC 20000 Foundation” credential. A PECB Foundation Certificate shows that you have understood the fundamental methodologies, requirements, framework and management approach.

| Who should attend? | Objectives |
|--|---|
| <ul style="list-style-type: none"> ↑h Individuals involved in IT Service Management ↑h Individuals seeking to gain knowledge about the main processes of IT Service Management Systems (ITSMS) ↑h Individuals interested to pursue a career in IT Service Management | <ul style="list-style-type: none"> ↑h Understand the elements and operations of an IT Service Management System and its principal processes ↑h Acknowledge the correlation between ISO/IEC 20000 and other standards and regulatory frameworks ↑h Understand the approaches, methods and techniques used for the implementation and management of an ITSMS |
| Course agenda | Duration |
| <p style="text-align: right;">DURATION: 2 DAYS</p> <ul style="list-style-type: none"> ↑h Day 1: Introduction to IT Service Management System (ITSMS) concepts as required by ISO/IEC 20000 ↑h Day 2: IT Service Management System (ITSMS) concepts and Certification Exam | <ul style="list-style-type: none"> ↑h None |
| Examination | Prerequisites |
| <p style="text-align: right;">DURATION: 1 HOUR</p> <p>The “PECB Certified ISO/IEC 20000 Foundation” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competency domains:</p> <ul style="list-style-type: none"> ↑h Domain 1: Fundamental principles and concepts of an IT Service Management System (ITSMS) ↑h Domain 2: IT Service Management System (ITSMS) <p>For more information about exam details, please visit Examination Rules and Policies.</p> | <p>After successfully completing the exam, you can apply for the credential “PECB Certified ISO/IEC 20000 Foundation”. For more information about ISO/IEC 20000 certifications and the PECB certification process, please refer to the Certification Rules and Policies.</p> |

General information

- ↑h Certification fees are included on the exam price
- ↑h Training material containing over 200 pages of information and practical examples will be distributed
- ↑h A participation certificate of 14 CPD (Continuing Professional Development) credits will be issued
- ↑h In case of exam failure, you can retake the exam within 12 months for free

For additional information, please contact us at marketing@pecb.com or visit www.pecb.com

Coverage of course contents will depend upon prior knowledge of the participant.