



ISO/IEC 20000 Introduction

Introduction to IT Service Management Systems (ITSMS) based on ISO/IEC 20000

Why should you attend?

ISO/IEC 20000 Introduction is a one-day training course which presents the basic concepts of service management and provides an overview of the ISO/IEC 20000-1 requirements for a service management system (SMS).

In addition, this training course highlights the connection between ISO/IEC 20000-1 and other standards in the ISO/IEC 20000 series and provides an overview of the main activities associated with the certification of an SMS.

Who should attend?

The ISO/IEC 20000 Introduction training course is intended for:

- Managers and consultants wishing to get introduced to the ISO/IEC 20000-1 requirements for an SMS
- Personnel involved in service planning and provision activities
- Personnel responsible for maintaining and improving the service management capabilities
- Individuals aspiring to pursue a career in service management

Course agenda

DURATION: 1 DAY

This one-day training course is comprised of the following sections:

- Training course objectives and structure
- Standards and regulatory frameworks
- Fundamental concepts and principles of service management
- An overview of ISO/IEC 20000-1 requirements — Clauses 4 to 10
- Preparation for the certification audit
- Closing of the training course

Examination

- None

General information

- Training material of over 100 pages of information and practical examples will be provided.
- An attestation of course completion worth 7 CPD (Continuing Professional Development) credits will be issued to participants who have attended the training course.

Learning objectives

By the end of this training course, the participant will be able to:

- Understand the main concepts of a service management system (SMS) and its processes based on ISO/IEC 20000-1
- Understand the basic elements of an SMS based on the requirements of ISO/IEC 20000-1

Prerequisites

- There are no prerequisites to participate in this training course.

Certification

- None