



ISO/IEC 20000 AWARENESS DAY



This is a 1-day or half-day single organisation course. The course provides delegates with an overview of ISO/IEC 20000 (also known as ISO20000), the International Standard for IT Service Management that has now replaced BS15000.

Objectives

To provide an understanding of the ISO/IEC20000 Standard and associated *itSMF* Certification process

- To provide a basic overview of the ISO20000 standard
- To ensure an understanding of the certification process
- To review the benefits of achieving ISO/IEC20000

Target Group

This course is aimed at people at all levels within the organisation who wish to attain an overview of the elements of the ISO/IEC20000 standard, and the certification process. It is envisaged that the delegates should have at least a basic understanding of the principles of IT Service Management, and a basic understanding of the IT Infrastructure Library (ITIL)

Course Content

The course will include:

- Recap on IT Service Management and ITIL
- ISO/IEC20000 standard and certification process:
 - Introduction and background
 - Use and application of the standard (Part 1 and Part 2)
 - Role of toolsets
 - Assessments and audits
 - The certification scheme
 - Eligibility and scoping
 - Benefits of achieving ISO/IEC20000
- Overview of the ISO/IEC20000 Service Management standard
- Coordination and integration processes:
 - Requirements for a Management System
 - Planning and implementing service management
 - Planning and implementing new and changed services
- Overview of service delivery processes:
 - Service Level Management
 - Capacity Management
 - Service Continuity and Availability Management
 - Budgeting and Accounting for IT Services
 - Service Reporting
 - Information Security Management



- Overview of resolution, control and release processes:
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
 - Release Management

- Overview of relationship processes:
 - Business Relationship Management
 - Supplier Management

Prerequisite Entry Criteria

There are no formal requirements

What is provided?

- Course materials
- Follow up guidance if required by telephone / email

Examination

There is no examination on this course

**This course is available as a public scheduled course and also as a private single company course.
Please see www.purplegriffon.com for dates and locations.**