



ISO/IEC20000 FOR CONSULTANTS

This is a 3 day public or private course.



Objectives

- To provide an understanding of the ISO/IEC20000 standard and associated *itSMF* certification processes
- To provide guidance on assessing an organisation's readiness for ISO/IEC20000
- To prepare delegates for the *itSMF* ISO/IEC20000 Consultant Certificate

Target Group

This course is aimed at experienced IT Service Management practitioners whose roles and responsibilities include preparing internal and /or external organisations for the adoption of ISO/IEC20000.

Course Content

The course will include:

- Overview of the ISO/IEC20000 Service Management Standard:
 - Introduction and background
 - The certification scheme
 - Use and application of the standard (part 1 and part 2)
 - Assessments and audits
 - Role of toolsets
 - Eligibility and scoping
- Co-ordination and integration processes:
 - Requirements for a Management system
 - Planning and implementing Service Management
 - Planning and implementing new and changed services
- Service Delivery processes:
 - Service Level Management
 - Capacity Management
 - Service Continuity and Availability Management
 - Budgeting and Accounting for IT Services
 - Service Reporting
 - Information Security Management
- Resolution, Control and Release processes (Service Support):
 - Incident Management
 - Problem Management
 - Configuration Management
 - Change Management
 - Release Management
- Relationship processes:
 - Business Relationship Management
 - Supplier Management



Prerequisite Entry Criteria

Delegates should have at least five years of relevant IT experience and at least three years Service Management experience. The delegate must have attained, at minimum, the ISEB/EXIN Foundation Certificate in IT Service Management. This course is not appropriate for auditors requiring education and qualification in order to conduct accredited external ISO20000 audits in accordance with the itSMF Certification process and criteria. The “ISO/IEC20000 for Auditors” course is relevant for both internal and external auditors.

What is provided?

- Course materials
- IT Service Management Specification for Service Management (ISO/IEC 20000-1:2005)
- IT Service Management Code of Practice for Service Management (ISO/IEC 20000-2:2005)
- ISO/IEC20000 – a pocket guide
- Lunch and Refreshments
- Follow up guidance if required by telephone / email

Examination

The qualification is based on a 1-hour closed book multiple-choice examination and a 1-hour in-course assignment. Successful delegates will be awarded the *itSMF* ISO/IEC20000 Consultant Certificate.

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.