

ISO1024 ISO/IEC 20000 for Practitioners

Certificate:
ITSMF Certification

Duration:
3 days

Course Delivery:
Classroom Workshop

Languages:
English ISO1024

Course Description:

This interactive workshop, leading to the ISO/IEC 20000 Practitioners examination, is designed to provide a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed at practicing IT practitioners who wish to assist organizations to prepare for certification under the itSMF's ISO/IEC 20000 certification scheme.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables practitioners to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the Auditor course. An exam will be conducted at the end of the training.

Prerequisites:

The training courses are suitable for process practitioners, project managers, internal auditors, or consultants who meet the following minimum criteria:

- Holder of the ITIL Service Management Foundation Certificate in IT Service Management (It is the responsibility of the training provider to ensure that the candidates hold this certificate before they take the training course)
 - Meets at least one of the following two criteria:
 - Is an IT practitioner or manager with at least five years' general IT experience and has at least three year's experience in an IT Service Management environment either as a practitioner, supervisor or manager.
 - Is a Service Management consultant/practitioner with at least five years general IT experience and has at least three year's experience in Service Management processes or projects, and is able to communicate effectively with managers, subordinates, colleagues, users and customers.

Note: Although it is not a prerequisite, candidates who hold an ITIL Service Management Managers certificate will be at an advantage.

Learning Objectives:

At the end of the course, participants will be able to:

- Identify the objectives and major content of IT Service Management processes within the scope of ISO/IEC 20000.
- Identify the core processes of the ISO/IEC 20000 standard.
- Describe the key activities and requirements of each process involved.
- Identify the requirements of the overall Service Management system and plan.
- Describe the key principles of best practices, as defined in Part 2 of ISO/IEC 20000.
- Prepare and implement plans and improvement projects for achieving ISO/IEC 20000 certification.

Audience:

IT consultants/practitioners, quality consultants, IT service providers, IT service managers, and IT auditors involved in the implementation of ISO/IEC 20000

Course Organizational Logistics:

- Up to 16 participants
- Classroom with U-shaped seating arrangement
- A minimum of 1 break-out room
- Whiteboard, flipchart, and projector

ITpreneurs is an accredited course provider with the itSMF in the UK and is authorized to deliver ISO/IEC 20000 training courses and exams. The ITSMF offers two, unique, individual certification exams: the Practitioners and the Auditors certification exams.

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The Practitioner exam consists of a written essay test and a multiple choice exam. The Auditors certification exam only contains multiple choice questions.

Delegates whose first language is not English and who are taking the Practitioners exam can receive a 15-minute extension to their exam, if requested. A dictionary can also be used, but it should not be an electronic one.

Course Student Material:

Students will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form. Course materials required for the course and made available by the customer or ITpreneurs partner:

- ISO/IEC 20000-1:2002 IT Service Management: Specification for Service Management
- ISO/IEC 20000-2:2003 IT Service Management. Code of Practice for Service Management

Recommended additional student materials:

- PD 0015 IT Service Management: Self-Assessment Workbook
- BIP 0005 A Manager's Guide to Service Management

Course Agenda:

Day 1	
09:00	Registration
09:30	Introduction
10:00	Overview of ISO/IEC 20000
10:45	Break
11:00	Overall Management Requirements
12:30	Lunch
13:30	Group Assignment 1
14:00	Service Delivery Processes
15:00	Break
15:15	Service Delivery Processes
16:30	Multiple-Choice Sample Paper 1
17:00	Review Paper 1
17:30	Close Homework - Multiple-Choice Sample Paper 2
Day 2	
09:00	Review Paper 2
09:30	Relationship Processes
10:45	Break
11:00	Resolution Processes
11:45	Control Processes – Configuration Management
12:30	Lunch
13:30	Control Processes – Change Management
14:15	Release Process
15:00	Break
15:15	Planning and implementation
17:30	Close Homework - Multiple-Choice Sample Paper 2

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Day 3	
09:00	Review Paper 2
09:45	Scoping and Eligibility: Group Assignment 2
10:45	Break
11:15	Mock Examination (Written)
12:15	Lunch
13:15	Mock Examination Review
13:45	Course Summary and Evaluation
14:00	Break
14:15 -16.30	Examination
16:30	Close

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