ISO20000 Practitioner
ISE

Delivery Type: Classroom
Duration: 3 days

Overview

This training provides delegates with a comprehensive understanding of ISO/IEC 20000, the International Standard for IT Service Management (also known as ISO20000), and the associated itSMF Certification process.
This Accredited course also prepares delegates for the industry recognised itSMF ISO20000 Consultant Certificate.

Pre-Requisites

✓ Delegates should have at least five years of relevant IT experience and at least three years Service Management experience.
✓ Delegates must have attained, at minimum, the ISEB/EXIN Foundation Certificate in IT Service Management.

Objectives

✓ To provide an understanding of the ISO20000 Standard and associated itSMF Certification process
✓ To provide guidance on assessing an organisations' readiness for ISO20000
✓ To provide guidance on preparing organisations for ISO20000 Certification
✓ To prepare delegates for the itSMF ISO20000 Consultant Certificate

Target Audience

The course is aimed at experienced IT Service Management practitioners whose roles and responsibilities include preparing internal and/or external organisations for the adoption of ISO20000.

Certification

The qualification is based on a 1-hour multiple-choice examination and a 1-hour in-course assignment. Typically, the examination is taken at the end of the course. Successful delegates will be awarded the itSMF ISO20000 Consultant Certificate. Exam to be charged separately