

EXIN ISO20000 Foundation

ISF



Delivery Type: Classroom

Duration: 3 days

Overview

This training provides delegates with a good understanding of Quality Management, within the context of ISO/IEC 20000, the International Standard for IT Service Management more commonly known as ISO20000.

This accredited course also prepares delegates for the industry recognised EXIN ISO/IEC 20000 Foundation Certificate.

Pre-Requisites

There are no pre-requisites for this course as such, although the ITIL® V3 Foundation Certificate is strongly recommended.

Please note: there is pre-course work for this course. Please refer to the 'course content' section for further details.

Objectives

- ✓ To provide an understanding of the principles of Service Quality Management.
- ✓ To give knowledge of the basic concepts of ISO20000 and the quality specification for IT Service Management.
- ✓ To prepare delegates for EXIN ISO/IEC 20000 Foundation Certificate.

Target Audience

The course is aimed at a wide audience of IT Service Management staff of IT Service Providers, internal or external, with an interest in Service Quality Management and ISO20000.

The combination of this and the ITIL® Foundation qualifications will provide a firm basis for professionals working in an ISO20000 certified organisation.

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 ISO20000 for Auditors course addresses the needs of external and internal auditors.

Certification

Delegates will take the EXIN ISO/IEC 20000 Foundation exam at the end of this course. The exam is based on a 1-hour multiple choice, closed book examination. Successful delegates will be awarded the EXIN ISO/IEC 20000 Foundation Certificate. Exam to be charged separately