



# ISO 20000 OVERVIEW

## TRAINING COURSE OUTLINE



## Introduction

The ISO 20000 is the globally accepted standard for defining IT service management systems, enables organizations to control risks and achieve business benefits. There is therefore a high demand for professionals qualified in and capable of implementing the ISO 20000, processes of which allows for greater efficiency, continual improvement and helps providers deliver quality services to their customers.

This course will introduce to the principles and core elements of the ISO/IEC 20000 standard for IT Service Management. With comprehensive courseware, in-depth exercises, and training from experienced professionals, participants can aim for a first time clearance of the examination and apply the ISO 20000 standard for organizational excellence.

## Duration

5 – days workshop

## Learning Objectives

The participants will be able to demonstrate their knowledge, ability, competence and understanding in:

- ❖ Definitions and principles of quality management services in accordance with ISO/IEC 20000
- ❖ Positioning of ISO/IEC 20000 in the IT service management including its relationship with other standards and best practices.
- ❖ Objectives and requirements in each section of the specification.
- ❖ Scope, aims and use of the ISO/IEC 20000 Specification and Code of Practice.
- ❖ Processes and objectives of ISO/IEC 20000 and IT service management (ITSM).
- ❖ Fundamental requirements for a service management system (SMS).
- ❖ Purpose of internal and external audits, their operation and associated terminology.
- ❖ Eligibility and scoping statement requirements.
- ❖ Requirements of the IT service management system and the Plan, Do, Check, Act cycle.

- ❖ How assessments, reviews and internal audits of IT Service Management systems against the requirements of the standard are used.

## Target Audience

### This course is intended for those as below:

- ❖ All IT Professionals
- ❖ IT/IS Managers,
- ❖ Service Desk Manager
- ❖ Service Operation Manager
- ❖ IT Architect, System Architect, Enterprise Architect
- ❖ ITSM Consultants
- ❖ Business Process Analyst, IT Business Analyst
- ❖ IT Project Manager,
- ❖ Change Manager, Delivery Manager, MIS Manager
- ❖ CIO/CTO
- ❖ IT Staffs, IT Supervisor, Service Desk, IT Engineers, Application Developer, DevOps, IT Auditor, and other IT-related positions
- ❖ Anyone is seeking ISO 20000 knowledge and interesting in IT align with business, controlling or reducing IT costs, improving IT service quality, and balancing IT resources in the most effective manner.

## Training contents

### Module 1: Introduction to ISO 20000

- ❖ Introduction to ISO 20000
- ❖ Management system standards terms and definitions
- ❖ Service management terms and definitions

### Module 2: Context of the organization

- ❖ Understanding the organization and its context
- ❖ Understanding the needs and expectations of interested parties
- ❖ Determining the scope of the service management system
- ❖ Service management system

---

### **Module 3: Leadership**

- ❖ Leadership and commitment
- ❖ Service management policy
- ❖ Organizational roles, responsibilities, and authorities

### **Module 4: Planning**

- ❖ Actions to address risks and opportunities Planning Migration
- ❖ Service management objectives and planning to achieve
- ❖ Plan the service management system

### **Module 5: Support of the service management system**

- ❖ Resources
- ❖ Competence
- ❖ Awareness
- ❖ Communication
- ❖ Documented information
- ❖ Service management system documented information
- ❖ Knowledge

### **Module 6: Operation of the service management system**

- ❖ Operation planning and control
- ❖ Service portfolio
- ❖ Relationship and agreement
- ❖ Supply and demand

### **Module 7: Operation of the service management system (continues)**

- ❖ Service design, build and transition
- ❖ Resolution and fulfilment
- ❖ Service assurance

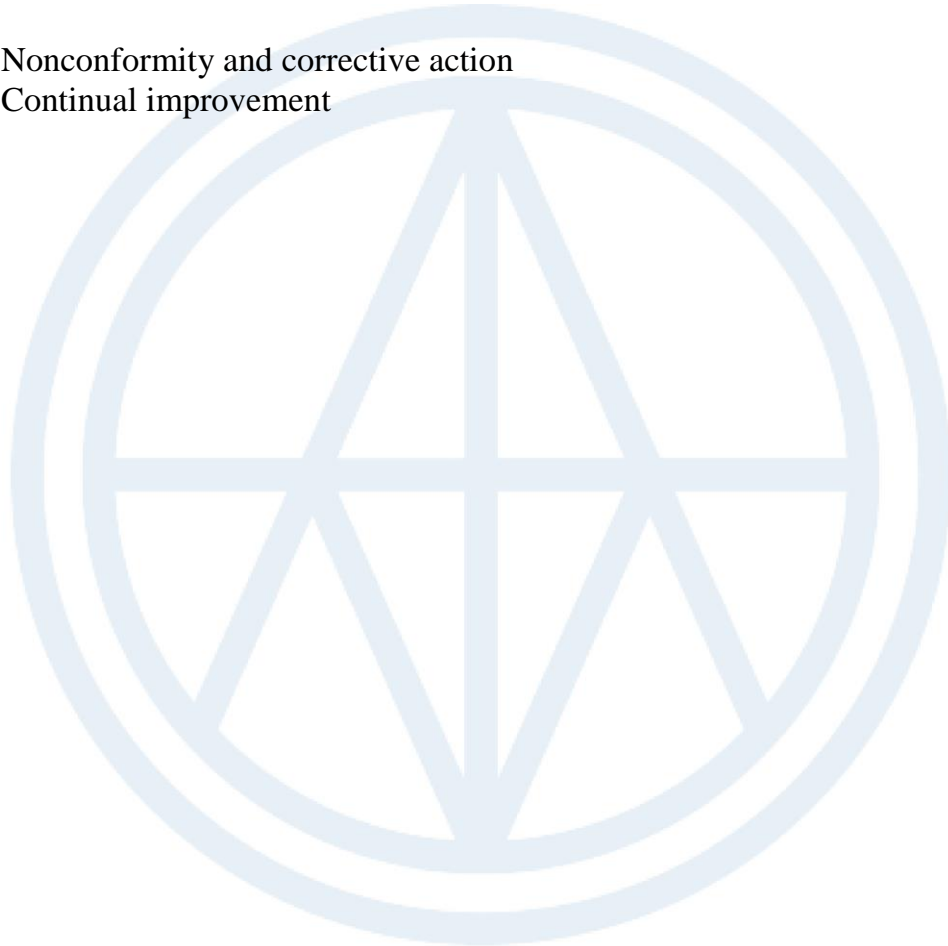
### **Module 8: Performance evaluation**

- ❖ Monitoring, measurement, analysis and evaluation
- ❖ Internal audit

- 
- ❖ Management review
  - ❖ Service reporting

### **Module 9: Improvement**

- ❖ Nonconformity and corrective action
- ❖ Continual improvement



A P E X  
G L O B A L