

# ISO/IEC 20000 Foundation

## Description

This three-day course familiarizes participants with the basic concepts of IT service management. They will be able to take the “ISO 20000 Foundation” exam at the end of this course.

## Course Content

### Module 1: Principles of service quality management

- Lesson 1: Understanding what is a service, IT service management, quality, process, continual improvement, risk management and information security

### Module 2: Introduction to ISO/IEC 20000

- Lesson 1: Understanding the Deming cycle, ISO 20000 standard, ISO 20000 structure, concepts of certification
- Lesson 2: Presentation of the three part of ISO/IEC 20000 standard family

### Module 3: SMS general requirements

- Lesson 1: Understand the Management responsibilities, governance, documentation, resource management, service management system (SMS) implementation phases

### Module 4: Design and transition for new or changed services

- Lesson 1: Plan, design, develop and transition a new or changed service

### Module 5: Service delivery processes

- Lesson 1: Understanding processes such as Service Level Management or Service Reporting, Capability, Continuity or Availability

### Module 6: Relationship processes

- Lesson 1: Understanding processes such as Business Relationship or Supplier Management

### Module 7: Resolution processes

- Lesson 1: Understanding processes such as Incident, Service request or Problem management

### Module 8: Control processes

- Lesson 1: Understanding processes such as Configuration, Change or Release and Deployment management

### Module 9: ISO/IEC 20000 Foundation examination simulation

#### Lab / Exercises

Lab 1: Explain importance of a good IT Service Management (ITSM) Lab 2: Identify challenges you may face during ITSM implementation Lab 3: Review of all processes and their main characteristics

#### Documentation

- Digital courseware included

## **Exam**

- This course prepares you to the ISO/IEC 20'000 Foundation exam. If you wish to take this exam, please contact our secretariat who will let you know the cost of the exam and will take care of all the necessary administrative procedures for you

## **Participant profiles**

- Professionnals in need to understand IT Service Management activities

## **Prerequisites**

- No prerequisites

## **Objectives**

- Understand questions raised by IT Service Management
- Describe ISO 20000 fundamentals and code of practice
- Pass the ISO 20000 Foundation exam

## **Niveau**

Fondamental

### **Classroom Registration Price (CHF)**

2790

### **Virtual Classroom Registration Price (CHF)**

2940

### **Duration (in Days)**

3

### **Reference**

ISO-20000FO