

PRO-ATTIVO ISO/IEC 20000

Awareness

IS20A



pro-attivo

Course

Available Now

Delivery Method

Interactive Classroom or E-Learning **(NEW)**

Target Audience

All individuals at all levels involved in IT Service Management
End user organisations who wish to understand how the standard can be used to assure a customer focused approach from their service providers



Course Description

If you are considering travelling down the certification route or perhaps considering using the standard as a benchmark for compliance then this awareness session will provide the background to enable you to make an informed decision regarding your strategy.

- Both courses are based on practical real-life experience of our consultants
- Enables you to start down the route of ISO/IEC 20000 in an informed way therefore potentially reducing your costs and time
- Helps you to understand and sell the generic benefits of ISO/IEC 20000 within your organization
- Clarifies the certification process, the standard itself, the investment required and possible pitfalls

The **classroom** based sessions are interactive providing you with the opportunity to apply the key messages to your own organization.

The **e-learning** product is available with single user and corporate licence versions. It provides a multimedia based presentation that can be enjoyed at your leisure turning a dry topic in to an interesting interactive experience. Questions are asked throughout the course to test understanding and awareness.

Duration

Classroom – 1 full day (public course) – or fitted to suit your personal needs (private course)
E-Learning – studied at your own pace – typically 3 hours

Examination

Not Applicable

Pre-Requisites

None



Important Information – Why PRO-ATTIVO?

Recognising our extensive experience in this field reaching back to the year 2000, PRO-ATTIVO has representation on the British Standards Institute committee responsible for contributing to the development of the next version of the standard.

PRO-ATTIVO helped the itSMF to establish their certification scheme and have audited the auditors on behalf of the itSMF to ensure compliance to the scheme guidelines.

We also contribute to the industry through the publication of the itSMF International endorsed book "Implementing ISO/IEC 20000 – the roadmap" which was written by our Head of Consulting Practice.

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