

EXIN ISO/IEC 20000 Foundation Level Foundation

IS20FF

Course

Public and World Wide Private Courses
Available Now

Delivery Method

Interactive Classroom

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

This course is designed to provide an insight in to the IT Service Management standard. It can be used by you to understand what you need to do as a minimum across all of the key ITSM processes allowing you to refer to your framework of choice to implement the requirements of ISO/IEC 20000 be it; COBIT®, ITIL® or your own best practice for example. The course covers :

- Understanding the definitions and principles of service quality management
- Understanding the position of ISO/IEC 20000 in IT Service Management
- Exploring the profile of an ISO/IEC 20000 certified service provider
 - *Management and Improvement of IT Service Management Processes* (Management Responsibility, Document Management, Competence/Awareness/Training of People and Planning & Implementing Service Management – Plan, Do, Check, Act continual improvement)
 - *Control of IT services* (Change, Configuration, Release Management and Planning & Implementing New or Changed Service)
 - *Alignment of IT services* (Business Relationship and Supplier Management, Service Level Management and Service Reporting)
 - *Delivery of IT services* (Capacity, Availability, Service Continuity, Budgeting & Accounting, Information Security Management)
 - *Support of IT services* (Incident and Problem Management)

Duration

2 full days

Examination

40 questions Multiple Choice
26 questions correct out of 40 required to pass

As an Accredited Examination Center (AEC) we are able to schedule exams to suit our clients' needs in a location preferable to them

Pre-Requisites

None

Important Information – Why PRO-ATTIVO?

PRO-ATTIVO brings its consulting experience in to the classroom so that delegates leave our courses with much more than a certificate, they leave with valuable pragmatic information that can be used in the workplace.

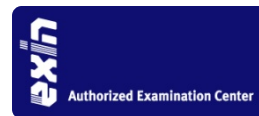
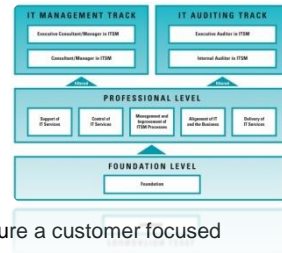
Recognising our extensive experience in this field reaching back to the year 2000, PRO-ATTIVO were the lead strategists helping EXIN to develop their new ISO/IEC 20000 qualification scheme. This has also involved us contributing to the development of the qualification specifications and questions. We are the world's first EXIN accredited provider for this qualification.

PRO-ATTIVO also 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.



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