

# ISO/IEC 20000 Consultant Certificate Training

## Introduction

ISO/IEC 20000 is the worldwide standard for IT Service Management. The information presented in this course will be useful to who are in the process of designing and developing 'best practice' service management processes.

## Duration and Structure

This is an intensive 3-day training course providing a basic level of knowledge in the ISO/IEC 20000 standard and its application. It is aimed at practicing IT consultants who wish to assist organizations prepare for and achieve certification against the standard.

The course effectively combines lecture / discussion with hands-on practical exercises to ensure full understanding of the Standard and to reinforce or correct its application and interpretation.

### Day 1

- Introduction and background to ISO/IEC 20000 Certification
- The Certification scheme
- ISO/IEC 20000 Part 1:Specification

### Day 2

- Scoping
- ISO/IEC 20000 Part 2:Code of Practice
- The use and application of ISO/IEC 20000

### Day 3

- Feedback, Review, Revision
- Examination

## Learning Objectives

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables consultants and others to help develop the Service Management capability of an organization and assess its readiness for certification.

## Who Should Attend

All those with an interest in better understanding the benefits and demands of ISO/IEC 20000 – or who are working closely with organizations with formal Service Improvement Programs or who may be thinking of seeking accreditation.

## Benefits of Attending

The Consultant Certificate course includes lectures and discussion, practical group exercises and individual practice exams questions. The certificate is awarded to candidates passing the examination, which can only be taken as part of an accredited training course.

## Class Size

8 to 16 attendees.

## Language

English

## Attendance Criteria

Candidates for the examination must hold the Foundation Certificate in IT Service Management (proof is required of this).

Though not a specific requirement, those who hold the IT Service Management Manager's Certificate or have at least five years of relevant management experience will be at an advantage.

Each candidate must procure and bring with them their own personal copy of the Standard (Parts 1 & 2).

## Facilitators

All instructors are fully accredited to run the course. Each holds the Manager's Certificate in ITSM and is an accredited ISO/IEC 20000 consultant.