

# ISO/IEC 20000 PRACTITIONER

## Overview

This 3 day course provides delegates with a comprehensive understanding of ISO/IEC 20000, the International Standard for IT Service Management more commonly known as ISO 20000, and the associated Certification process

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# PRACTITIONER

## Course Duration

3-day public or single organization course. Can also be combined with ISO20000 or ITIL Foundation as a 5-day class-based course.

## Overview

This course provides the delegates with a good understanding of Quality Management within the context of ISO/IEC 20000, the international standard for IT service management, more commonly known as ISO20000. This accredited course also prepares delegates for the industry-recognised ISO/IEC 20000 Practitioner Certificate.

## Objectives

- To provide an understanding of the ISO/IEC 20000 Standard and associated Certification process
- To give guidance on assessing an organization's readiness for ISO/IEC 20000 including gap analysis
- To provide input to preparing organizations for ISO/IEC 20000 Certification

## Course Format

This is an instructor led classroom course that uses a combination of lectures, group discussions, assignments and sample exams to provide the student with a understanding of the essential aspects of ISO20000 and to prepare them for the ISO/IEC 20000 Practitioner Certificate examination.

## Professional Qualification

The qualification is based on a 3-hour, open book, multiple choice examination comprising 80 questions lasting 150 minutes. The passing score is 50%. Some students may be entitled to additional time - your course director can give more details if required.

Successful delegates will be awarded the ISO/IEC 20000 Practitioner Certificate.

## Who Should Attend?

The course is aimed at experienced IT Service Management practitioners whose roles and responsibilities include preparing internal and/or external organizations for the adoption of ISO/IEC 20000. Typical roles will also be consultant or project manager.

A separate ISO/IEC 20000 for Auditors course addresses the needs of external and internal auditors.

The pre-requisites for this course are either the ITIL Foundation or the ISO/IEC 20000 Foundation Certificate.

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## Content

Topics covered include:

### Overview of the ISO/IEC 20000 Service Management Standard:

- Introduction and background
- The certification scheme
- Use and application of the standard (all parts with emphasis on Part 1)
- Assessments and audits
- Role of toolsets
- Eligibility and scoping

### Coordination/Integration Processes:

- Requirements for a Management System
- Planning and Implementing Service Management
- Planning and Implementing New and Changed Services

### Service Delivery Processes:

- Service Level Management
- Capacity Management
- Service Continuity and Availability Management
- Budgeting and Accounting for IT Services
- Service Reporting
- Information Security Management

### Resolution, Control and Release Processes:

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management

### Relationship Processes:

- Business Relationship Management
- Supplier Management

### Candidate Assessment:

- Assignments
- Sample Exams
- Certification Examination

## Documentation

In addition to an in-course hand-out delegates are issued with:

- IT Service Management Specification for Service Management (BS: ISO/IEC 20000 part 1)
- IT Service Management Code of Practice for Service Management (BS: ISO/IEC 20000 part 2)
- itSMF ISO/IEC 20000 Planning and Achieving Pocket Guide

## What Next?

Following on from this course, you may wish to consider further ISO20000 or other IT service management courses.

You may also be interested in:

- FoxMAPS™** – ISO20000 compliance assessment
- FoxPRISM™** – ISO20000 web-based process mapping tool
- Preparing for ISO20000 consultancy service

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