

# ISO/IEC 20000 for Consultants

## Fact Sheet

3 Days | Classroom Workshop | Course Code: ISO1024

ISO/IEC 20000 is the first worldwide standard specifically aimed at IT Service Management. It proposes a process approach to IT Service Management within an overall Plan-Do-Check-Act (PDCA) cycle. This approach enables IT organizations to establish IT Service Management processes to deliver managed services in a systematic and controlled manner and to enhance the quality of IT services to customers. ISO/IEC 20000 is aligned with and complementary to the process approach defined in IT Infrastructure Library (ITIL) from the Office of Government Commerce (OGC).



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# ISO/IEC 20000 for Consultants

ISO1024

Certificate: ITSMF Certification | Duration: 3 Days | Course Delivery: Classroom Workshop

## ISO1024 Course Description

### ISO/IEC 20000 FOR CONSULTANTS

This interactive workshop, leading to the ISO/IEC 20000 Consultants examination, is designed to provide a basic level of knowledge in the ISO/IEC 20000 IT Service Management standard and its application. It is aimed at practicing IT consultants who wish to assist organizations to prepare for certification under the itSMF's ISO/IEC 20000 certification scheme.

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

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the Auditor course. An exam will be conducted at the end of the training.

### Prerequisites

The training courses are suitable for process practitioners, project managers, internal auditors, or consultants who meet the following minimum criteria:

- Holder of the ITIL Service Management Foundation Certificate in IT Service Management (It is the responsibility of the training provider to ensure that the candidates hold this certificate before they take the training course)
- Meets at least one of the following two criteria:
  - Is an IT practitioner or manager with at least five years' general IT experience and has at least three year's experience in an IT Service Management environment either as a practitioner, supervisor or manager.
  - Is a Service Management consultant with at least five years general IT experience and has at least three year's experience in Service Management processes or projects, and is able to communicate effectively with managers, subordinates, colleagues, users and customers.

*Note: Although it is not a prerequisite, candidates who hold an ITIL Service Management Managers certificate will be at an advantage.*

### Learning Objectives

At the end of the course, participants will be able to:

- Identify the objectives and major content of IT Service Management processes within the scope of ISO/IEC 20000.
- Identify the core processes of the ISO/IEC 20000 standard.
- Describe the key activities and requirements of each process involved.
- Identify the requirements of the overall Service Management system and plan.
- Describe the key principles of best practices, as defined in Part 2 of ISO/IEC 20000.
- Prepare and implement plans and improvement projects for achieving ISO/IEC 20000 certification.



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## Audience

IT consultants, quality consultants, IT service providers, IT service managers, and IT auditors involved in the implementation of ISO/IEC 20000

## Course Organizational Logistics

- Up to 16 participants
- Classroom with U-shaped seating arrangement
- A minimum of 1 break-out room
- Whiteboard, flipchart, and projector

ITpreneurs is an accredited course provider with the *it*SMF in the UK and is authorized to deliver ISO/IEC 20000 training courses and exams. The ITSMF offers two, unique, individual certification exams, the Consultants and the Auditors certification exams.

The Consultants exam consists of a written essay test and a multiple choice exam. The Auditors certification exam only contains multiple choice questions.

Delegates whose first language is not English and who are taking the Consultants exam can receive a 15-minute extension to their exam, if requested. A dictionary can also be used, but it should not be an electronic one.

## Course Student Material

Students will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form.

Course materials required for the course and made available by the customer or ITpreneurs partner:

- ISO/IEC 20000-1:2002 IT Service Management: Specification for Service Management
- ISO/IEC 20000-2:2003 IT Service Management. Code of Practice for Service Management

Recommended additional student materials:

- PD 0015 IT Service Management: Self-Assessment Workbook
- BIP 0005 A Manager's Guide to Service Management



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## Course Agenda

| Day 1        |   |   |
|--------------|---|---|
| Time         | Sessions  |   |
| 09:00        | Registration                                    |   |
| 09:30        | Introduction                                    |   |
| 10:00        | Overview of ISO/IEC 20000                       |   |
| 10:45        | Break   |   |
| 11:00        | Overall Management Requirements                 |   |
| 12:30        | Lunch   |   |
| 13:30        | Group Assignment 1                              |   |
| 14:00        | Service Delivery Processes                      |   |
| 15:00        | Break   |   |
| 15:15        | Service Delivery Processes                      |   |
| 16:30        | Multiple-Choice Sample Paper 1                  |   |
| 17:00        | Review Paper 1                                  |   |
| 17:30        | Close Homework - Multiple-Choice Sample Paper 2 |   |
| Day 2        |   |   |
| 09:00        | Review Paper 2                                  |   |
| 09:30        | Relationship Processes                          |   |
| 10:45        | Break   |   |
| 11:00        | Resolution Processes                            |   |
| 11:45        | Control Processes – Configuration Management    |   |
| 12:30        | Lunch   |   |
| 13:30        | Control Processes – Change Management           |   |
| 14:15        | Release Process                                 |   |
| 15:00        | Break   |   |
| 15:15        | Planning and implementation                     |   |
| 17:30        | Close   | Homework - Multiple-Choice Sample Paper 2 |
| Day 3        |   |   |
| 09:00        | Review Paper 2                                  |   |
| 09:45        | Scoping and Eligibility: Group Assignment 2     |   |
| 10:45        | Break   |   |
| 11:15        | Mock Examination (Written)                      |   |
| 12:15        | Lunch   |   |
| 13:15        | Mock Examination Review                         |   |
| 13:45        | Course Summary and Evaluation                   |   |
| 14:00        | Break   |   |
| 14:15 -16.30 | Examination                                     |   |
| 16:30        | Close   |   |