

Course Fact Sheet – ISO20000

ISO/IEC 20000 for Consultants

3 days classroom workshop- ITSMF Certification

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.

Course runs 9:00 – 5:00 each day

Learning Objectives

At the end of this course, you 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

Audience

This course will be of particular interest to: IT consultants, quality consultants, IT service providers, IT service managers, and IT auditors involved in the implementation of ISO/IEC 20000

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

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 years' 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 years' experience in Service Management processes or projects, and is able to communicate effectively with managers, subordinates, colleagues, users and customers.

Note: Although not a prerequisite, holders of an ITIL Service Management Managers certificate will be at an advantage.

Timetable

Please note that this schedule is a guide, deviations from this plan are possible.

Day 1	Day 2	Day 3
Course Introduction	Relationship Processes	ISO/IEC 20000 Certification – Scoping & Eligibility
Overview of ISO/IEC20000	Resolution Processes	Group Assignment
Overall management requirements for ISO/IEC20000	Control Processes – Configuration Management	Mock Examination
Service Delivery Processes	Control Processes – Change Management	Course Summary & Evaluation
Exercise & Review	Planning and Implementation to achieve the standard	Examination
Homework		Close



About Impetus Consulting

Impetus Consulting is an IT Consultancy based in Dubai Internet City offering services and training throughout the region including UAE, KSA, Kuwait, Oman, Qatar, Bahrain, Jordan, Pakistan and Turkey.

We specialize in providing high quality consultancy, implementation and training services in the areas of Enterprise Systems Management and IT Service Management through strategic partnerships with the industry leaders in its areas of activity.

Our consultants and trainers are chosen from professionals with many years of international experience and are trained and officially certified in their specific areas.

What Next?

If you have any enquiries or would like to book your course, please contact our sales consultant who will be happy to assist you. You can reach us by phone on +971 (0)4 391 3263 and email at info@impetus.ae.

You can also find our course dates and register on our website <http://www.impetus.ae>. One of our team members will contact you to discuss your requirements following the registration.

We look forward to welcoming you in our class.