

ISO/IEC 20000 Foundation Course

Course Duration: 16 Hrs.

Course Code: ISO20000F

Course Overview

The ISO/IEC 20000 Foundation Course provides participants with a comprehensive introduction to the principles, concepts, and requirements of an IT Service Management System (ITSMS) based on ISO/IEC 20000. The course is designed to help learners understand the fundamentals of IT service management, including planning, delivering, monitoring, and improving IT services to meet organizational and customer requirements.

What you'll learn?

Participants will learn the key elements of ISO/IEC 20000, including its structure, clauses, and terminology. They will gain an understanding of IT service management processes, service lifecycle, service delivery, and the benefits of implementing a structured ITSMS. The course also prepares participants for advanced certifications such as Lead Implementer or Lead Auditor.

Target Audience

This course is intended for IT managers, service delivery managers, IT consultants, auditors, and professionals involved in IT service management or IT infrastructure operations. It is also suitable for individuals preparing to pursue advanced ISO/IEC 20000 certifications.

Pre-Requisites

No prior knowledge of ISO/IEC 20000 or IT service management is required. A basic understanding of organizational processes or IT operations may be helpful but is not mandatory.

Course Content

Module 1: Introduction to ISO/IEC 20000 and IT service management principles

Module 2: Understanding the structure and requirements of ISO/IEC 20000

Module 3: IT service lifecycle and service management processes

Module 4: Planning and implementing an IT Service Management System

Module 5: Monitoring, measurement, and continual improvement of ITSMS

Module 6: Service delivery, control processes, and organizational responsibilities

Module 7: Overview of audits, compliance, and certification processes

Module 8: Case studies, best practices, and practical applications of ISO/IEC 20000