

ISO/IEC 20000 Introduction Course

Course Duration: 8 Hrs.

Course Code: ISO20000-INT

Course Overview

The ISO/IEC 20000 Introduction Course provides participants with a foundational understanding of IT Service Management (ITSM) and the requirements of the ISO/IEC 20000 standard. The course introduces key concepts, processes, and best practices for delivering effective IT services, helping organizations align IT service management with business objectives and improve service quality.

What you'll learn?

Participants will learn the fundamentals of ISO/IEC 20000, including its structure, requirements, and objectives. They will gain knowledge of ITSM processes such as incident management, change management, service delivery, and continual improvement. The course also highlights how to apply ISO/IEC 20000 principles to enhance IT service performance and customer satisfaction.

Target Audience

This course is intended for IT professionals, service managers, IT consultants, project managers, and individuals seeking to gain a basic understanding of IT service management and ISO/IEC 20000. It is suitable for those preparing for more advanced ISO/IEC 20000 certification courses.

Pre-Requisites

No prior knowledge of ISO/IEC 20000 or ITSM is required. A basic understanding of IT operations and service management concepts will be helpful but is not mandatory.

Course Content

Module 1: Introduction to ISO/IEC 20000 and IT Service Management principles

Module 2: Key concepts, terms, and objectives of ISO/IEC 20000

Module 3: Overview of ITSM processes and functions

Module 4: Service delivery, incident, and problem management processes

Module 5: Change management and configuration management

Module 6: Performance monitoring, measurement, and continual improvement

Module 7: Benefits and challenges of ISO/IEC 20000 implementation

Module 8: Case studies, practical examples, and next steps for further learning