*APMG Accredited ISO/IEC 20000*

# ISO/IEC 20000 Foundation Course – 3 days

This three-day course is accredited by APMG and aimed at:

- Anyone working in IT that requires a basic understanding of the principles of service management and how ISO/IEC 20000 is used in a typical service provider organization.
- It is also useful as an introduction for practitioners and managers involved in preparing and assisting an organisation toachieve ISO/IEC 20000 certification
- Internal auditors, practitioners and assessors involved in auditing and assessing their own organisation's progression towards and readiness to achieve ISO/IEC 20000 certification and monitoring ongoing compliance with the standard will also benefit.

  *Note – Auditors involved with external certification audits should consider attendingthe 2-day RCB Auditor course as an alternative.*

**Pre-requisites:** There are no formal pre-requisites, although experience of working in IT is strongly recommended. Additionally, each delegate should possess good communication skills.

**Outcomes:** Candidates who pass the APMG ISO/IEC 20000 Foundation Certificate exam held at the end of this course will have demonstrated knowledge and understanding of the ISO/IEC 20000 definitions, principles and processes used in the delivery and continual improvement of quality services.

## Course contents:

- Introductions,backgroundtoISO/IEC20000,
- The APMG ISO/IEC 20000 certification scheme
- ISO/IEC 20000 Overview – usage andpurpose
- Theoverallservice managementsystem
- Servicemanagementprocessesandrequirements
- Applicability and scoping considerations
- Achieving and maintaining certification
- Examinationpreparations andpractice
- APMGExamination(1hourmultiplechoice)

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## Best practice, ISO/IEC 20000, and other related models

Best practice in service management describes the set of basic processes, their benefits and issues, required to operate and manage infrastructure and services effectively and efficiently.

It has been adopted worldwide by many organisations ranging from the largest global corporations to much smaller local companies in all areas of industry in both the private and public sectors.

ISO/IEC 20000 is the worldwide standard for service management. It is closely aligned with best practice and also contains management processes which will be familiar to organisations operating other quality standards such as ISO 9001, ISO/IEC 27001, etc.

There is also a coherent relationship between the standard and other widely used models such as COBIT®, SOX, etc as well as the more general quality frameworks such as EFQM®.

## Examination

The Foundation Certificate is awarded to candidates who pass a one-hour multiple-choice examination, taken on completion of the course. It is a stand-alone qualification in its own right, and also satisfies the pre-requisites for entry to related courses such as ISO/IEC 20000 Practitioner.

## Course Timings

The course is held over 3 days, with sample exam questions to help familiarise delegates with the nature of typical exam questions. The formal one-hour online examination can be held on a date and time that suits the delegate. The course includes an exam voucher, valid for 12 months. However, the delegates are encouraged to take the exam within a month of completing the course.

## YourPresenter

Our trainer has extensive practical consultancy and auditing experience in the real world and at all levels, in both public and private sectors. He is a highly experienced instructor, having trained over 6000 delegates in ITSM related courses over the last 24 years. He has held first lecturer status for multiple examination bodies.

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