

EXIN IT Service Management Foundation Bridge (ISO/IEC 20000:2018)

Introduction

EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000:2018 tests a candidate's fundamental knowledge of key information and concepts of ITSM. The emphasis is placed on the service management system (SMS) and service management processes. Specifically the core concepts and basic terminology of ITSM based on ISO/IEC 20000:2018.

Course Objective

The EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000:2018 certification validates a professional's knowledge about:

- Introduction to IT service management;
- The service management system (SMS);
- The operation of the service management system.

Course Outline

MODULE 1: Introduction to IT Service Management

- 1.1 Core Concepts of IT Service Management
 - 1.1.3 Describe the value of service management.
 - 1.1.4 Describe the principles of continual improvement.
- 1.2 Core Concepts Surrounding ISO/IEC 20000-1:2018
 - 1.2.1 Identify the purpose and benefits of ISO/IEC 20000.
 - 1.2.2 Describe what a service management system is.
 - 1.2.3 Describe how management system standards (MSSs) are designed to allow organizations to integrate multiple MSSs.

MODULE 2: Service Management System (SMS)

- 2.1 Critical Elements of a Service Management System
 - 2.1.1 Explain how the organization and interested parties impact the SMS.
 - 2.1.2 Describe the importance of understanding organizational risks and opportunities.
 - 2.1.3 Describe the service management objectives.
 - 2.1.4 Outline the leadership responsibilities.
 - 2.1.5 Define general governance principles.
 - 2.1.6 Describe the importance of documentation and basic requirements for documentation.
 - 2.1.7 Describe the requirements for resource management.
- 2.2 Core Concepts of the Service Management System
 - 2.2.1 Describe the key principles of producing and implementing a service management system.
 - 2.2.2 Outline the requirements for designing, building, and transitioning new or changed services.
 - 2.2.3 Describe the requirements for monitoring, measuring, analyzing, evaluating, and improving the SMS and services.
 - 2.2.4 Describe the continual improvement activities of the SMS and services.

MODULE 3: The Operation of the Service Management System

- 3.1 Service Portfolio Processes
 - 3.1.1 describe the objectives and service requirements.
- 3.2 Relationship and Agreement Processes
 - 3.2.1 describe the objectives and service requirements.
- 3.3 Supply and Demand Processes
 - 3.3.1 describe the objectives and service requirements.
- 3.4 Service Design, Build, and Transition Processes
 - 3.4.1 describe the objectives and service requirements.
- 3.5 Resolution and Fulfilment Processes
 - 3.5.1 describe the objectives and service requirements.
- 3.6 Service Assurance Processes
 - 3.6.1 describe the objectives and service requirements.

Prerequisites

- Successful completion of the EXIN IT Service Management Foundation Bridge based on the ISO/IEC 20000:2018 exam.
- An existing service management certificate (for example VeriSM™, SIAM™, or ITIL).

Target Audience

EXIN IT Service Management Foundation Bridge based on ISO/IEC 20000:2018 is intended for anyone who holds an existing service management certificate (VeriSM™, SIAM™, or any version of ITIL) and wishes to explore another area within service management.

- The target group includes, but is not limited to:
- Managers;
- Business and supervisory staff;
- Team leaders;
- Service designers;
- IT architects and/or planners;
- IT consultants;
- IT audit managers/auditors;
- IT security managers/officers;
- Project/program managers;
- Suppliers, lead suppliers, and sub-contracted suppliers;
- Customers of service providers

Duration

7 Hours Training Course