

# ISO 20000 – ITSM Certificate

## Introduction

The ISO 20000 IT Service Management certification course, which was formerly known as BS 15000 is aligned with the process approach designed by the Global Association for Quality Management (GAQM) for individuals who want to learn about the integration and implementation of well-coordinated service management processes. The certification aims to provide ongoing control, greater efficiency, and opportunities to improve their knowledge base. Moreover, candidates successfully learn to work within their organization to align the staff and the methods of the service desk, service support, service delivery, and operations team.

## Course Highlights

The candidates will be introduced to the principles and core aspects of the ISO 20000 - IT Service Management, are the following:

- Defining the requirements that are to be achieved.
- A code of practice
- Guidance on scope definition and studying different applications of ISO 20000 certification.

## Course Outline

<b>Module Information</b>	<ul style="list-style-type: none"><li>• Introduction</li><li>• Service Management Systems</li><li>• Information Security Management</li><li>• Design and Transition of Services</li><li>• Relationship processes</li><li>• Business Relationship Management (BRM)</li><li>• Supplier management</li><li>• Resolution processes</li><li>• Control processes</li><li>• Management system auditing</li></ul>
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## Prerequisites

ITSM Certification has no pre-requisites.

## Target Audience

Individuals who want to demonstrate the reliability and quality of IT services to employees, stakeholders, and customers.

## Duration

15 - 20 hours training course