

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

Introduction

EXIN IT Service Management Foundation 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 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

- 1.1.1 Explain how “Adapt and Adopt” is used within service management.
- 1.1.2 Explain the difference between an IT service and non-IT services.
- 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 for 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.
 - 3.1.2 Explain the activities and practical application for each process.
- 3.2 Relationship and Agreement Processes
 - 3.2.1 Describe the objectives and service requirements.
 - 3.2.2 Explain the activities and practical application of each process.
- 3.3 Supply and Demand Processes
 - 3.3.1 Describe the objectives and service requirements.
 - 3.3.2 Explain the activities and practical application of each process.
- 3.4 Service Design, Build, and Transition Processes
 - 3.4.1 Describe the objectives and service requirements.
 - 3.4.2 Explain the activities and practical application of each process.
- 3.5 Resolution and Fulfilment Processes
 - 3.5.1 Describe the objectives and service requirements.
 - 3.5.2 Explain the activities and practical application of each process.
- 3.6 Service Assurance Processes
 - 3.6.1 Describe the objectives and service requirements.
 - 3.6.2 Explain the activities and practical application of each process.

Prerequisites

Successful completion of the EXIN IT Service Management Foundation based on the ISO/IEC 20000:2018 exam.

Target Audience

EXIN IT Service Management Foundation based on ISO/IEC 20000:2018 is intended for everyone playing a role or having an interest in 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

14 Hours Training Course