

ISO / IEC 20000 ITSM - Foundation

Introduction

The ISO/IEC 20000 IT Service Management Foundation certification course is developed by the Global Association for Quality Management (GAQM) for individuals who want to acquire deep knowledge about the implementation-oriented knowledge of the industry standards. The certification aims to provide real-life examples that familiarise the candidate with the daily requirements to be fulfilled by the various roles. Moreover, this enables them to meet these specifications by preparing process descriptions and the required documentation by applying highly effective tools.

Course Highlights

As this is a foundational-level certification course, students will be introduced to the principles and core aspects of the ISO /IEC 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 /IEC 20000 certification.

Course Outline

- Understanding of the principles of Service Quality Management.
- Knowledge of the basic concepts of ISO 20000 and the quality specification for IT Service Management.

Prerequisites

The ISO / IEC 20000 Foundation (ITSM) Certification has no pre-requisites.

Target Audience

- IT Professionals
- IT Support Staff
- Project and Business Managers
- Business process owners
- CTOs
- CIOs
- Team leaders
- Service designers
- Supervisory staff
- IT architects
- IT planners
- IT security managers
- IT consultants
- IT audit managers
- ITSM trainers, and more
- Any member of an IT team involved in the delivery of IT Services.

Duration

15 - 20 hours training course