



Achieving ISO/IEC 20000 Certification

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- Certification: None
- Duration: 2 Days
- Course Delivery: Classroom Workshop

Course Introduction

Achieving ISO/IEC 20000 certification is an intensive case-study-oriented 2 day workshop. The workshop is designed for those involved in the ISO/IEC 20000 implementation process and for those who would like to have a better understanding of what the implementation encompasses. Practical examples and real-life case studies are used to guide you through the implementation route and prepare for the audit.

Course Description

This workshop is designed to explore the benefits of achieving ISO/IEC 20000 certification, how to plan for ISO/IEC 20000 certification, and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve ISO/IEC 20000. This course does not lead to the ISO/IEC 20000 consultants or auditors certification.

Audience

Senior Managers, IT Consultants, Quality Consultants, IT Service Providers, IT Service Managers, Service Improvement Program and Project Managers.

Prerequisite

The attendees to this course must have attended the 'Requirements for ISO/IEC 20000 Certification' Course.

Learning Objectives

At the end of this course, you will be able to:

- Understand the benefits of achieving ISO/IEC 20000 certification
- Assess where you are now and what needs to be done to achieve certification
- Define your path towards implementation of ISO/IEC 20000
- Define the relationships between the different Service Management processes
- Understand what is required for ISO/IEC 20000
- Scope an implementation program for ISO/IEC 20000
- Understand the approaches for achieving ISO/IEC 20000
- Understand the requirements of ISO/IEC 20000-Part 2 of the standard

Student Material

Students will be provided with a manual containing a copy of the classroom visual aids, assignments, and a feedback form.

Course Organization Logistics

- Up to 16 participants
- Classroom with a horse-shoe seating



- Projector, white board, flip over
- Venue setting preferably outside the office location
- 1 break out room

Reference Material

Highly recommended reference material for the class will be made available by the training organizer for students during the classroom training – this includes:

- KIT 32, ISBN 0 580 37816 0, can be ordered from BSI. The Kit contains:
 - ISO 20000-1:2002 IT service management. Specification for service management.
 - ISO 20000-2:2003 IT service management. Code of practice for service management.
 - PD 0015 IT Service Management. Self-assessment Workbook.
 - BIP 0005 A Manager's Guide to Service Management.



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