



ISO/IEC 20000 for Consultants + Certification Examination

Achieving ISO/IEC Certification

- Certification: None
- Duration: 3 Days
- Course Delivery: Classroom
Workshop

Course Introduction

This interactive workshop leading to the ISO/IEC 20000 Consultants Examination is designed to provide a basic level of knowledge in the BS 15000 IT Service Management (ITSM) standard and its application. It is aimed at practicing IT Consultants who wish to assist organizations to prepare for certification under the itSMF's BS 15000 Certification Scheme. The course covers the interpretation and application of the BS 15000 standard and enables consultants to develop the Service Management capability of an organization and assess its readiness for certification within the itSMF's BS 15000 Certification Scheme. Internal auditors involved in preparing an organization for BS 15000 Certification may find this course more appropriate than the Auditor course.

Audience

IT Consultants, Quality Consultants, IT Service Providers, IT Service Managers, IT Auditors involved in the implementation of ISO/IEC 20000.

Prerequisite

Candidate must hold the ITIL® Foundations certificate, and be either an IT practitioner or manager with at least five years general IT experience and at least three years experience in an ITSM environment either as a practitioner, supervisor, or manager or Service Management consultant with at least five years general IT experience and at least three years experience in Service Management processes or projects.

Learning Objectives

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

- Understand the benefits of achieving ISO/IEC 20000 certification
- Define your path towards implementation of ISO/IEC 20000
- Define the relationships between the different Service Management processes from an implementation perspective
- Understand the role change imposes on an organization and how to deal with this from a ISO/IEC 20000 implementation perspective
- Understand what is required for ISO/IEC 20000 Audit

Course Organization Logistics

- Up to 16 participants
- Classroom U-shaped seating arrangement
- Minimum 1 break out room
- Whiteboard, flipchart, projector



Reference Material

Required reference material for the class will be made available by the training organizer for students during the classroom training:

- KIT 32, ISBN 0 580 37816 0, can be ordered from BSI. The Kit contains:
 - ISO/IEC 20000-1:2002 IT service management. Specification for service management.
 - ISO/IEC 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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