



# ISO/IEC 20000 Service Quality Management Foundation

## ISO/IEC 20000 Service Quality Management Foundation

- Duration: 8 Hours
- Course Delivery: E-Learning

### Course Introduction

ISO/IEC 20000 is the world's first Service Management process standard which is internationally recognized through the ISO certification scheme. The standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements.

ISO/IEC 20000 is aligned with and complementary to the process approach defined within the IT Infrastructure Library (ITIL®).

The Service Quality Management Foundation helps participants to understand the principles of ISO/IEC 20000 and the related Quality Management standard ISO/IEC 9000.

This course is beneficial for everyone that requires an understanding of the scope, components, and principles of ISO/IEC 20000. An exam preparation module is included in the course that helps to prepare participants for taking EXIN's Service Quality Management Foundation exam.

### Course Description

The Service Quality Management Foundation Certification course provides a comprehensive overview of Part 1 and Part 2 of the ISO/IEC 20000 standard and leads to the EXIN SQMF - Foundation exam. The relevance of Service Quality Management for IT service-providing organizations and departments is highlighted in an easy to understand manner. The course is designed for professionals who require an overview of the standard and understand the scope and relevance of Service Quality Management.

The course uses a case study to explain the principles of ISO/IEC 20000 in a simulated environment. This helps participants in their understanding of ISO/IEC 20000 and generic quality management

This course comes with a **Special Study Guide** and an **Exam Preparation Module**. This helps prepare candidates to take the EXIN Service Quality Management Foundation exam.

G2SF can also offer the Web-based **EXIN SQMF Exam** on request. Hence the certification can be obtained easily right at your desktop/workplace.

### Lessons

SQMF Exam Preparation Guide

### ISO/IEC 20000 Service Quality Management Foundation

- Program Overview and Generic Quality Management
- Course Introduction
- Service Management
- An Overview of ISO/IEC 20000
- Relationship Processes
- Service Level Management and Service Reporting



- Budgeting and Accounting for IT Services

- Capacity Management
- Information Security Management, Service Continuity, and Availability Management
- Incident and Problem Management
- Control Processes
- Release Management
- Route for Achieving ISO/IEC 20000

### **Audience**

Quality Managers, IT Support Staff, IT Consultants, IT Process Consultants, Key Business Users, IT Auditors, Quality Consultants, IT Service Providers, and Purchase Managers.

### **Prerequisite**

Possession of the Foundation Certificate in IT Service Management (based on ITIL®) or equivalent knowledge is highly recommended.

### **Learning Objectives**

By the end of this course, participants will understand the:

- Fundamentals of Quality Management Systems
- Principles of Service Management
- What is ISO/IEC 20000 and how do they benefit organizations
- Understand the benefits of applying ISO/IEC 20000 processes
- Understand the relationships between different Service Management processes
- **ISO/IEC 20000: Part 1** The requirements of the Standard – Specifications (shalls)
- **ISO/IEC 20000: Part 2** Service Management Best Practices – Code of Practice (shoulds)

### **Course Organization Logistics**

- Computer (Pentium IV, Internet Explorer 5.x, cookies enabled, Macromedia Flash Player 6.0, speakers or a headset, 1024X768 pixel resolution)
- Broadband Internet Connection



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