

ISO/IEC 20000 Course Outline

Introduction

- Course Logistics
 - assignments – optional
 - exam format
 - course structure
- ISO/IEC 20000 Qualification Scheme
- Background
 - IT Service Management
 - Benefits & Risks of ITSM
 - Customer Focused Approach

ISO/IEC 20000 & Quality

- ISO/IEC 20000
 - Use of ISO/IEC 20000 within the lifecycle of an IT Service
 - Key terms and definitions
- Quality
 - Quality Management Systems
 - Principles of the PDCA cycle
- Assessment
 - Capability Assessments
 - Maturity Models
 - Purpose of internal and external audits
 - Roles for conducting internal audits and the principle of grading findings

Service Management System

- Introduction
 - Definition
 - Characteristics
 - Objective
- Considerations
 - Key stakeholders
 - Customers – Services
 - Service Provider – IT Services, IT Service Components and IT Services & Quality
 - Suppliers
 - Supporting Service Provider staff
 - Roles, competencies
 - Mentoring, support, training
 - IT Governance
 - Processes and Procedures
 - Benefits & Characteristics
 - Measuring & Controlling a Process
 - Roles required
 - Tools

Standards and Frameworks

- Company standards and frameworks
- Industry standards
 - ISO 9000
 - ISO/IEC 15504
 - ISO/IEC 27001
 - Relation to ISO/IEC 20000
- Frameworks
 - CobiTTM
 - ITIL®
 - MOF
 - Relation to ISO/IEC 20000
- Models & Quality Systems
 - CMMI®
 - Six Sigma®
 - Relation to ISO/IEC 20000
- Certification
 - Role, benefits & value of certification
 - Certification process
 - Roles and responsibilities within the Certification Scheme
 - Use of Applicability and Scoping

Management and Improvement of ITSM Processes

- Management System
 - Objective of a management system
 - Requirements/best practice for management responsibility, documentation management and competence, awareness and training
- Planning and Implementing Service Management (PISM)
 - Objective of PISM
 - PDCA Methodology & Best Practices for PISM
 - Key principles of producing and implementing a service management plan
 - Requirements for monitoring, measuring, reviewing and improving processes

Alignment of IT and the Business

- Objectives, quality requirements and best practice of SLM, Service Reporting [3.3.2 & Budgeting & Accounting, Business Relationship Management and Supplier Management

Control of IT Services

- Objectives, quality requirements and best practice of Planning & Implementing New or Changed Service, Configuration Management, Change Management and Release Management

Delivery of IT Services

- Objectives, quality requirements and best practice of Service Continuity & Availability Management of Capacity Management Information Security Management

Support of IT Services

Summary

- Key stakeholders
- Exam Techniques

Examination

Exam name:

The exam name is: ISO/IEC 20000 Foundation examination.

Exam format:

Multiple-choice examination consisting of 40 questions. Time: 60 minutes.

Exam prerequisites:

There are no prerequisites for this exam

ISO/IEC 20000 Qualification Scheme Structure

The ISO/IEC 20000 Foundation Certificate is part of the “ISO/IEC 20000 Qualification Scheme for Personnel” which covers a series of exams that are aligned with the various roles in IT Service Management.

