

ISO/IEC 20000:2005

This course runs over a 3 day period and gives a broad overview of the ISO\IEC 20000:2005 IT Service Management standard, educating delegates in how to scope and prepare for a formal accreditation process. It includes guidance on the certification scheme, a detailed look at both parts 1 and 2 of the standard, scoping guidelines, audit and evaluation, the role of the Registered Certified Body (RCB) and brief coverage of available support tools.





About the course

We understand that people are a vital element of any effort to improve overall service delivery.

Most organisations recognise this, but very few have a structured solution to manage it.

We offer a variety of ITIL® Certifications and integrated workshops that prepare students to apply knowledge and techniques gained from our courses into real-world situations. Customised corporate training for your organisation is also available.

Course Outline

The course will cover the following areas pertaining to a broad understanding of the ISO\IEC 20000:2005 certification standard and how it should be applied.

- ISO\IEC 20000:2005 certification standard and how it should be applied
- The formal specification which defines the requirements for an organization to deliver and manage quality service, namely ISO\IEC 20000:2005 Part 1
- The code of practice which describes best practice for service management processes within the scope of ISO\IEC 20000:2005, namely ISO\IEC 20000:2005 Part 2
- The role of the RCB, and eligibility and scoping guidelines
- Preparing for initial assessment and audit

Target Audience

The target audience would typically consist of all staff involved in the preparation for a formal ISO\IEC 20000:2005 assessment and/or want to know more about the standard and its operation; as well as internal or external consultancy staff, helping an organisation plan and prepare for formal certification; internal audit staff who would be involved in any pre-assessment work.

Duration

The programme is a full three day event.

Pre-Requisites

It is recommended that interested attendees need to hold an ITIL® Foundation Certificate in IT Service Management and have at least 5 years relevant IT experience. Attendees are also required to read Parts 1 (Specification for Service Management) and 2 (Code of Practice for Service Management) of the standard. These can be purchased online from www.itsmf.com

Benefits

Attendees completing the course, will learn about ISO\IEC 20000:2005 and the way in which it can be applied; play a leading role in scoping and pre-assessing a formal certification application as well as understanding available support tools and assessment techniques.

Objectives

To assist delegates in understanding the ISO\IEC 20000:2005 standard and the way it can be operated and applied; to be able to scope and pre-assess a formal certification application.

Bookings and Enquiries

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