

## ISO 20000 – ITSM Certificate

### Course Outline



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#### **Certification Information**

The ISO 20000 standard focuses on the integration and implementation of coordinated service management processes. Its aim is to provide ongoing control, greater efficiency and opportunities for continuing improvement. That means working within your organization to align the staff and procedures of your service desk, service support, service delivery and operations team.

The ISO 20000 IT Service Management standard focuses on the integration and implementation of a coordinated service management process, which provides ongoing control, greater efficiency and opportunities for continual improvement. To achieve this objective, both the staff and procedures in the service desk, service support, service delivery, and operations teams need to be aligned.

The ISO 20000 standard was formerly known as BS 15000 and is aligned with the process approach defined by the IT Infrastructure Library (ITIL)<sup>®</sup> from the United Kingdom Office of Government Commerce (OGC).

#### **Module 1 - ITSM - Foundation**

- Business Case for ITSM
- ISO 20000 Requirements
- Integration
- Scope
- Guidance in Compliance Assessments
- Situations
- Tools
- Incident Management
- Project Management
- Knowledge Management
- Business Ecosystem
- Improving Efficiency
- Non Conformity and Compliance
- Content Illustration
- Support and Operations
- Compliance with ISO

#### **Module 2 - Operations of ITSM**

- Understanding the Organization and its Context
- Leadership and Requirements
- Policy Requirements
- Organizational Roles, Responsibilities and Authorities
- Planning
- Impact of Risk and Opportunities
- Competence, Awareness, Communication
- Asset Management
- Configuration Management
- Relationship and Agreement
- Business Relationship Management
- Supplier Management
- Service Level Management
- Management of Internal Supplies and Customers
- Service, Design, Build and Transition
- Change Management Policy, Initiation and Activities
- Resolution and Fulfillment
- Service Request Management
- Service Continuity Management

- Information Security Incidents
- Continual Improvement
- Management Review
- Corrective Actions
- Certification Process
- ISO Requirements