

ISO20000-1:2018

APMG ISO/IEC 20000 Foundation Training

TRAINING DATASHEET

Understand the requirements of the ISO20000-1:2018 standard and learn the fundamentals of the IT Service Management System (SMS) based on the requirements of the standard.

COURSE SYNOPSIS

ISO/IEC 20000 is the international standard for IT service management (ITSM). It defines the requirements for and provides details of the IT service management system (SMS) needed to deliver managed services of an acceptable quality, together with guidance on how to demonstrate conformity with the standard.

This 2 day course is primarily aimed at anyone who requires an understanding in ITSM in general and in ISO/IEC 20000 SMS. In particular IT professionals working in an organization which is implementing or already has ISO/IEC 20000 certification will also find this course useful to improve not only their understanding of the subject but also the application of ISO/IEC 20000 within their organisation...

The training is delivered in a way that includes sufficient generic ITSM content to allow ISO/IEC 20000 to be understood in the context of how the standard operates in a typical IT service provider organization.

COURSE OBJECTIVES

Candidates who pass the Foundation examination will have shown that they understand the principles of IT Service Management and the requirements of ISO/IEC 20000-1:2018 (Part 1).

WHO SHOULD ATTEND

Staff working within a service provider organization that requires a basic understanding of the standard.

It is equally relevant for those working within service providers which are already certified to ISO/IEC 20000, involved in the auditing of the organization for ISO/IEC20000 processes or for those considering its implementation.

CERTIFICATION

Delegates who successfully complete the course and pass the exam will be recognized as ISO/IEC 20000 Foundation Certified under the APMG certification scheme.

PREREQUISITES

There are no training prerequisites for Candidates to attend this course

PRE COURSE READING

There are no pre-course reading materials needed for this course although candidates are encouraged to have the ISO/IEC20000 standards available and also be familiar with the standards

COURSE OUTLINE

- The fundamental requirements for an SMS and the need for continual improvement.
- The processes, their objectives and high level requirements.
- Applicability and scope definition requirement.
- The purpose of internal and external audits, their operation and the associated terminology.
- The relationship with best practices, ITIL® , and related standards, ISO 9001 and ISO/IEC 27001.

EXAMINATION FORMAT

- Multiple choice format
- 60 minutes duration
- 40 questions per paper
- 26 marks required (out of 40 available) to pass
- Closed Book.

CONTACT US

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