



Inspiring growth and improvement

ISO 20000 Foundation

Accredited by PECB

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Highlights

Experienced & accredited trainers

Accredited training material

Training & examination in 2 days

14 CPDs

Excellent first attempt pass ratio

One free exam retake *(if required)*

**Become acquainted with the best practices
for implementing and managing an IT
Service Management System (SMS) based on
ISO/IEC 20000**

Introduction

This course enables participants to learn about the best practices for implementing and managing an IT Service Management System as specified in ISO/IEC 20000-1, as well as the best practices for implementing the IT Service Management processes starting from the ISO 20000 planning and implementing new and changed services, service delivery processes, relationship management processes, problem resolution processes, control processes and release processes.

Learning Objectives

- To understand the elements and operations of an IT Service Management System and its principal processes
- To acknowledge the correlation between ISO/IEC 20000 and other standards and regulatory frameworks
- To understand the approaches, methods and techniques used for the implementation and management of an ITSMS

Contents

- **Day 1: Introduction to Service Management System (SMS) concepts as required by ISO 20000**
 - ▶ Introduction to the ISO 20000 family of standards
 - ▶ Introduction to management systems and the process approach
 - ▶ Fundamental principles in IT Service Management
 - ▶ General requirements presentation of ISO/IEC 20000-1 clauses
 - ▶ Implementation phases of the ISO/IEC 20000 framework
 - ▶ Continual improvement of IT management
 - ▶ Conducting an ISO/IEC 20000-1 certification audit
- **Day 2: Implementing the IT service management processes based on ISO 20000 and Certification Exam**
 - ▶ Planning and implementing change management
 - ▶ Supplier management
 - ▶ Relationship management
 - ▶ Problem management
 - ▶ Release management
 - ▶ PECB Certified ISO/IEC 20000 Foundation Exam

Recommended Participants

- Individuals involved in IT Service Management
- Individuals seeking to gain knowledge about the main processes of IT Service Management Systems (ITSMS)
- Individuals interested to pursue a career in IT Service Management

Prerequisites

None.

Course Format

This training is based on both theory and practice:

- Sessions of lectures illustrated with examples based on real cases
- Review exercises to assist the exam preparation
- Practice test similar to the certification exam

Duration

2 days, including certification examination on the last day.

Materials Provided

- Course reference manual containing copy of course slides, support documents, quizzes and answers
- Course Certificate
- Exam certificate on passing the ISO/IEC 20000 Foundation examination

CPDs Assigned

This course qualifies for Fourteen (14) CPDs.

Certification Exam

A 60-minute certification exam is scheduled on the last day of the course. The exam is paper-pencil based.

About Business Beam

Business Beam is a top of the line Management consultancy, training and outsourcing firm that helps organizations solve problems in strategy, governance, operations, quality, services, projects, information security, business continuity, human resources, risks and internal audit.

Established in 2004 with a vision to drive organizations towards corporate excellence, Business Beam has served hundreds of organizations of various sizes, different domains and geographical regions. Business Beam partners with customers to convert them into high-performance businesses and governments. We feel honored to help them grow!

Our training program has successfully reached to more than 7,000 professionals and executives, from 25+ different nationalities, and representing 1000+ organizations.

Business Beam is AXELOS certified partner and Accredited Training Organization (ATO) for COBIT, ITIL, PRINCE2, P3O and DevOps. We are also itsMF member, PECB partner, ISACA official licensee and CMMI Institute partner.

Contact Us

To find out more about how Business Beam can help you meet your growth objectives, visit **www.businessbeam.com** or contact us at **training@businessbeam.com**

