

## Scheduled Public and On-Site Courses Available

This course prepares both internal and external IT professionals and IT consultants at all levels to lead organizations through the preparation and attainment of ISO/IEC 20000 certification. This is the first in a series of courses that comprise the ISO/IEC 20000 certification program that are aligned with the various roles in IT Service Management.

This three day ISO/IEC certified instructor led course prepares attendees for the ISO/IEC 20000 Foundation Exam. It provides the practical knowledge attendees need to contribute to the ISO/IEC 20000 programs at their company, increase their skills and knowledge of IT quality standards. Attendees are introduced to the ISO/IEC 20000 Information Technology – Service Management Specification and Code of Practice, which are the quality standards for IT Service Management. Provides a comprehensive overview of the standard and its application, and enables the attendee to interpret, apply and promote the principles in the ISO/IEC 20000 Standard.

### Certification Exam with Pre and Post Course Learning Aides Included

#### Location:

Dallas, TX - Austin, TX - Washington, D.C.

#### Audience:

Professionals involved in ITIL implementation, IT Service Management or ITSM Project Management. Typical roles are IT Management, Business Management, ITSM Practitioners, and Process Owners and Project Managers.

#### Prerequisites:

Attendees **SHOULD** bring a complete copy of the ISO/IEC 20000 Standard (Parts 1 & 2). Reviewing the ISO/IEC 20000 Standard prior to the course is recommended.

#### Students will learn to:

- Interpret the quality standards for IT Service Management Service stated in the Specification and Code of Practice.
- Interpret, apply and promote the principles in the ISO/IEC 20000 Standard
- How to prepare for ISO/IEC 20000 certification
- Quality Management and Systems
- Define requirements for a Management System
- Plan steps in to Implement New or Changed Services
- Prepare scoping statements

