



ISO/IEC 20000 Foundation Bridge Certification



FUNDAMENTALS OF ISO/IEC 20000 CERTIFICATIONS

Course Objective

The 1-day ISO/IEC 20000 Foundation Bridge certification training course fully prepares every participant for EXIN's "ISO/IEC 20000 Foundation Bridge" certification examination.

Both internal and external IT service providers are challenged more than ever to provide high quality IT services and have adequate service management processes in place. The ISO/IEC 20000 certificate provides the required evidence that the IT service provider has an effective and reliable Service Quality Management system in place which has been audited against the international standard in ITSM. The ISO/IEC 20000 Foundation Bridge training course will accelerate the process of IT service providers who are seeking this quality level.

Prerequisites

- N/A

Target Audience

- Professionals working for both internal or external IT Service Providers, IT departments, or IT organizations who play a role or have an interest in ISO/IEC 20000 certification even if such organization is not (yet) certified for ISO/IEC 20000, in particular for those who possess at a minimum the ITIL v2/v3 Foundation certificate; the ISO/IEC 20000 Foundation Bridge certificate is a prerequisite for higher level qualifications in the scheme

Our Instructors

- All instructors of InterProm USA are ITIL Service Manager certified and are also ISO/IEC 20000 certified consultants.
- We use our own accredited course materials and our own accredited instructors who also possess hands-on ISO/IEC 20000 implementation experience

Duration and Location

- The training course and the EXIN certification examination are conducted at our training facilities or onsite at your own facilities. Please visit our website for more details.

EXIN Certification Examination

- A 1/2-hour **written** multiple-choice exam that is being proctored by EXIN
- Examination is conducted concurrently with the training course

Curriculum

Participant will learn:

Understand the importance of Quality in IT Service Management

- Fundamentals of quality management systems
- The scope of ISO/IEC 20000
- ISO/IEC 20000 terminology and definitions

The Quality Specifications for IT Service Management

- Requirements for a Management System
- Requirements for Planning & Implementing Service Management
- Requirements for Planning & Implementing New or Changed Services
- Requirements for the Service Delivery processes
- Requirements for the Relationship processes

The code of practice for IT Service Management

- Best practices for Management and Improvement of the IT Service Management processes
- Best practices for the Delivery of IT Services

Understanding the position of ISO/IEC 20000 in IT Service Management

- The landscape of standards and frameworks
- The certification process
- The concepts of ISO/IEC 20000

Course Schedule and Fees

- **Open Schedule Course Fees:** Please visit our website for the latest course schedule and competitive fees
- **Onsite Course Fees:** Please contact us for a competitive fixed-price quote.

Price includes

- Copy of the "ISO/IEC 20000 Pocket Guide"
- Full color copies of the training material
- A thorough examination preparation with and multiple practical hints and tips.

Why InterProm USA?

- InterProm USA is an Accredited Training Provider and its own accredited instructors possess more than 15 years of ITIL implementation experience