



ISO/IEC 20000 Foundation Certification



FUNDAMENTALS OF ISO/IEC 20000 CERTIFICATIONS

Course Objective

The 2-day ISO/IEC 20000 Foundation certification training course fully prepares every participant for EXIN's "ISO/IEC 20000 Foundation" certification examination.

The ISO/IEC 20000 Foundation certification training course supplements the ITIL® Certification training courses. Having both certifications will provide the required background for IT professionals working in an IT Service Management improvement environment.

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 international best practices in IT Service Management. The ISO/IEC 20000 Foundation 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 even if such organization is not (yet) certified for ISO/IEC 20000

Our Instructors

All instructors of InterProm USA are ITIL Service Manager certified.

Instructors of the ISO/IEC 20000 Certification training courses are also ISO/IEC 20000 certified consultants.

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-hour **written** multiple-choice exam that is being proctored by EXIN
- Examination is conducted concurrently with the training class

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
- Requirements for the Resolution processes
- Requirements for the Control processes
- Requirements for the Release Management process

The code of practice for IT Service Management

- Best practices for a management system
- Best practices for planning and implementing Service Management and new or changed services
- Best practices for every ISO/IEC 20000 process

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

- Hardcopy of the "ISO/IEC 20000 an Introduction" book
- Full color copies of the training material
- A list of ITIL Terminology related to ITIL Processes
- A thorough examination preparation with and multiple practical hints and tips.

Why InterProm USA?

- We use our own accredited course materials and our own accredited instructors who also possess hands-on ISO/IEC 20000 implementation experience
- InterProm USA is an Accredited Training Provider and its own accredited instructors possess more than 15 years of ITIL implementation experience