



ISO/IEC 20000 Professional Certification



SUPPORT OF IT SERVICES

Course Objective

The 2.5-day ISO/IEC 20000 Professional Support of IT Services certification training course fully prepares every participant for EXIN's "ISO/IEC 20000 Professional Support of IT Services" certification examination.

This ISO/IEC 20000 Professional certification training course provides IT professionals working in an IT Service Management (ITSM) improvement environment with a clear ISO/IEC 20000 implementation roadmap.

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. This ISO/IEC 20000 Professional training course will accelerate the process of IT service providers who are seeking this quality level.

Prerequisites

- ISO/IEC 20000 Foundation Certificate

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

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 details.

EXIN Certification Examination

- A 1.5-hour **written** multiple-choice exam that is being proctored through EXIN
- Examination is conducted concurrently with the training course

Curriculum

Participant will learn:

Plan the processes for the Support of IT Services

- Planning the activities of the Resolution processes
- Planning policies, procedures, roles and tools
- Planning interfaces with other processes
- Planning for reporting and review

Implement and Manage the Support of IT Services

- Managing the implementation of the Resolution processes
- Applying policies, procedures, methods and techniques
- Organizing and directing the Resolution teams

Measure, Monitor and Report on the Support of IT Services

- Reviewing the Resolution processes
- Reporting on the effectiveness and efficiency of the Resolution processes

Improve the Support of Service processes

- Defining and prioritizing improvements for the Resolution processes

Included are two practical assignments; when conducting this course onsite these assignments will be tailored to your own IT environment. This will allow for immediate implementable deliverables!

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 An Introduction"
- 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?

- InterProm USA is an Accredited Training Provider and its own ITIL and ISO/IEC 20000 accredited instructors possess more than 17 years of ITIL implementation experience