



ISO/IEC 20000 Coaching



YOUR PERSONAL ISO/IEC 20000 EXPERT!

ISO/IEC 20000 Coaching

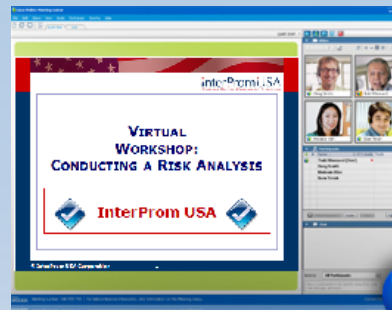
Becoming ISO/IEC 20000 certified may require guidance at any given moment, about any given topic, in any given format, and for any given person on the implementation team. All combined, these are many unknowns, which makes it difficult to predict the costs involved, the time commitment and the expertise that will be needed regarding hiring an external consultant or ISO/IEC 20000 project lead.



Our **ISO/IEC 20000 Coaching** service is the *perfect size and perfect fit* for you.

Examples of this flexible service offering are:

- **You choose when you need your ISO/IEC 20000 Coach;** you don't have to lock yourself into a long-term (onsite) engagement since your questions only concern specific topics which may come up at any given time
- **You choose for how long you need your ISO/IEC 20000 Coach;** for example you start with committing to eight hours of coaching services and when more is needed you simply add more hours (or days) to your commitment. As such you stay in full control over your budget, which makes our coaching service very affordable
- **You choose how you need your ISO/IEC 20000 Coach;** you can call us, you can e-mail us, you can request for a conference call, you can request for an onsite coach, you can request for a virtual coach, etc.
- **You choose for what you need your ISO/IEC 20000 Coach;** sometimes you have a process-related question, sometimes you seek guidance on a people-related matter, sometimes you need help with the tool-related topic, etc.
- **You choose who needs your ISO/IEC 20000 Coach;** access to our coach could be given to your process and/or service owner(s), but why not allow all implementation team members access to your personal ISO/IEC 20000 coach?



Virtual Coaching

With the help of VoIP-based technology we offer online **ISO/IEC 20000 Coaching** services. All you need is a high-speed Internet connection and a microphone. If you have a camera that would even be better. Our technology allows for 'white-boarding', breakout sessions, presentations, polls, etc. This cost-effective alternative has proven to be very productive.

Expertise



Your **ISO/IEC 20000 Coach's** expertise and experience can be tapped on a wide variety of ISO/IEC 20000 certification aspects. Our coaching staff members possess decades of hands-on IT Service Management (ITSM) experience. We pride ourselves having led ITSM implementations in organizations of all sizes before we eventually became fulltime consultants, project managers and coaches.

Duration

The minimum time commitment you make for an **ISO/IEC 20000 Coach** is 8 hours. The more time you commit upfront, the more affordable the **ISO/IEC 20000 Coach** becomes.

Please contact us for more information.

Why InterProm USA?

- InterProm USA is one of the very few ITSM consulting firms that have served the ITSM market for almost two decades!
- Your ISO/IEC 20000 Coach is ISO/IEC 20000 Sr. Manager certified.