

What do Global Teams Choose, ISO/IEC 20000 or ITIL® v3?



interProm USA
Business Service Management Excellence

ISO/IEC 20000 or ITIL® v3?

Experts recommend ISO/IEC 20000 as the place to start an ITSM initiative, in no small measure, because it presents a checklist of must-do activities to achieve ITSM maturity. ISO/IEC 20000 is independent of ITIL®, or any other best-practice framework.

ISO/IEC 20000 Certification Training

**ISO/IEC
20000
(Sr.) Service
Manager**

**ISO/IEC
20000
(Lead)
Auditor**

**ISO/IEC 20000
Professional**

**ISO/IEC 20000
Foundation**

GLOBAL MARKETS REQUIRE GLOBAL TEAMS

GLOBAL TEAMS REQUIRE A GLOBAL STANDARD

ISO/IEC 20000 THE GLOBAL ITSM STANDARD

InterProm USA is the first accredited training provider in the US to offer the ISO/IEC 20000 Foundation & five Professional certification training courses.

ISO/IEC 20000 is a practical, pragmatic IT service management roadmap and it is an important benchmark for global business-to-business IT relationships. In the U.S., it is rapidly becoming a requirement to do business with federal and state governments, and in regulated industry sectors such as banking and insurance.

ISO/IEC 20000 certification training courses combine the minimum critical requirements of the international IT service management (ITSM) standard with the best practices of popular IT service management frameworks such as ITIL® and COBIT®.

Our ISO/IEC 20000 assessments complement your internal IT service management self-assessments and assure an increased level of objectivity and process maturity.

InterProm USA is an accredited training provider for ISO/IEC 20000 and ITIL v3 certification training courses