

## ISO/IEC 20000 Foundation

This 3-day course introduces you to ISO/IEC 20000 standards, and is the first of three levels of certification.

ISO/IEC 20000 is the first worldwide international standard (ISO) specifically aimed at IT Service Management (ITSM). It describes an integrated set of management processes for the effective delivery of services to the business and its customers.

To learn more about ISO, its' systems for standards, and a list of all standards, click on the following link: <http://www.iso.org/iso/home.html>.

### Why Consider ISO/IEC 20000 Certification?

Today, IT service providers are under increased pressure to deliver high quality service at minimum cost. Using ISO/IEC 20000 will reduce operational exposure to risk, meet contractual and tendering requirements, demonstrate service quality, and deliver best value.

The ISO/IEC 20000 standard for ITSM is "framework neutral" and is compatible with existing well known ITSM frameworks such as ITIL®, MOF, ISO 9001, ISO 27000, CobiT, and others. Is it not a question of deciding between ISO/IEC 20000 or another framework. Rather, the positioning is that ISO/IEC 20000 provides a service quality approach to organising ITSM processes relative to their key goals and the development of a management system critical to sustain continual service improvement. ISO/IEC 20000 is not an island (stand-alone) it has been designed

to inter-relate with other methodologies and frameworks.

### Certification

Early in 2008 the examination institute, EXIN, published a formal ISO/IEC 20000 qualification and certification scheme for individuals. The first part of this is the ISO/IEC 20000 Foundation Certificate.

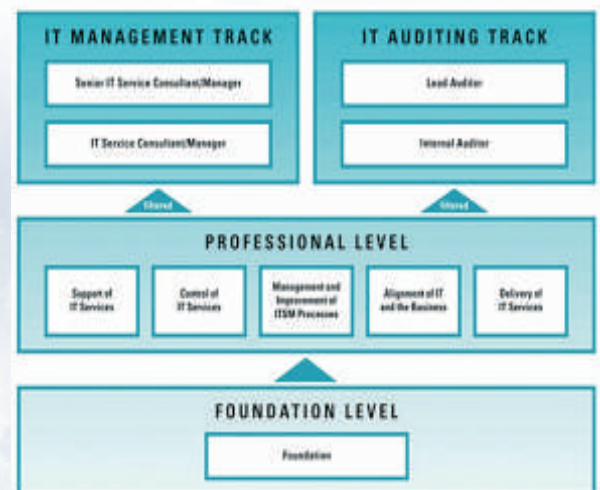
Individual certification is organised as a fully comprehensive and integrated program. The overall scheme has a formal title of 'IT Service Management according to ISO/IEC 20000,' although in lay terms this is simply abbreviated to 'ISO/IEC 20000 Certification.'

The scheme is modular, and comprises of three levels:

- Foundation Level
- Professional Level
- Management Track \*
- Auditing Track \*

\* Note: after the "Professional Level," individuals must decide whether to pursue one of either the IT Management or IT Auditing Tracks the latter being for professional consultants who seek to be auditors for Organisational level certification.

### The Personal Certification Structure



For more information about the personal certification structure and qualification scheme, and FAQs, visit the link below to EXIN's website.

<http://www.exin-exams.com/faq.aspx#ISO/IEC20000>

**Leading the way in IT Management**



## What You Will Learn From The Iso 20000 Foundation Course

A much broader view (beyond other frameworks such as ITIL®) of ITSM

An understanding of the links to other ITSM frameworks including ITIL®, CobiT, ISO 9001, MOF, ISO 27000

An understanding of ISO/IEC 20000's basic concepts and 14 processes that are included in its two main components - The Specification, and The Code of Practice:

### 1. ISO/IEC 20000-1: The Specification

ISO/IEC 20000-1 defines the requirements for a service provider to deliver managed services, and includes the following processes:

- Requirements for a management system
- Planning and implementing service management
- Planning and implementing new or changed services
- Service delivery process
- Relationship processes
- Resolution processes
- Control processes
- Release process

### 2. ISO/IEC 20000 2: The Code of Practice

ISO/IEC 20000-2 describes detailed best practices for the processes defined within ISO/IEC 20000-1. Overall, these standards specify five key group service management processes: Service Delivery, Relationship, Resolution, Control and Release.



## Who Should Attend

This course is of benefit to anyone in IT seeking to gain a widened view of ITSM, and for those whose organisations are looking to acquire ISO/IEC 20000 certification.

The personal qualification program is designed for a wide variety of IT professionals, at all levels, who are involved in the quality improvement of IT services and ITSM, including operational staff, supervisors, (senior) managers, (senior) consultants and auditors. The program is also perfectly suited for IT professionals already experienced in standards and best practices, such as ITIL®, MOF, CobiT, ISO 9000, ISO/IEC 27000, CMMI and ASL, and for IT professionals who want to:

- Broaden their knowledge of IT Service Management
- Contribute to the quality improvement of IT Services and IT Service Management
- Support organisations in the development, implementation and maintenance of an IT Service Management System that meets the ISO/IEC 20000 quality requirements
- Get a (renewed) certification as an internal or external auditor
- Construct RFPs to include ISO/IEC 20000; the course will help explain what is involved in the standard





## Duration

The ISO 20000 Foundation Course is three days.

## Exam, Certifications & Awards

This course prepares participants for the examination leading to the ISO/IEC 20000 Foundation Certificate. The course includes a 60 minute, 40-question, multiple-choice exam administered on the final day of the course. You must achieve a passing mark of 65% to receive your certificate.

1 ITIL® credit

An independent examination body facilitates and marks the examination, which is scheduled on the last day of the course.

## Prerequisites

None.

## Class Size

Maximum class size is 16 students per instructor.

## Pink Elephant's Faculty

Your instructor is a highly experienced senior member of Pink Elephant's consulting team. Further, he or she is qualified to teach this course as defined by Pink Elephant's Certified Trainer Program. You can expect to learn from an individual with the industry's deepest knowledge on how to lead a successful implementation project. This knowledge is a direct result of Pink Elephant's vendor neutrality as well as many years of experience implementing IT management best practices in a variety of organisations worldwide.

Pink Elephant is globally accredited to provide ITIL® and ITSM education for the certification program. The organisation is accredited by EXIN and the Information Systems Examination Board (ISEB).

To view Pink Elephant's Terms & Conditions please visit: <http://www.pinkelephant.com/Products/terms.htm?LangType=7177>

ITIL® is a registered trademark and a registered community trademark of the Office of Government Commerce and is registered in the U.S. Patent and Trademark Office.

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