

Course Description

The Achieving ISO/IEC 20000 Certification training program is an intensive, case-study-oriented workshop that is designed for those involved in the ISO/IEC 20000 implementation process and for those who would like to understand what the implementation encompasses in a better manner. The workshop uses practical examples and real-life case studies to guide participants through the implementation route and prepare for the audit.

The workshop explores the benefits of achieving ISO/IEC 20000 certification and provides insights into how to plan for the certification. It helps define pointers for making a business case for internal approval and examines approaches to implementation and potential issues that need to be managed to achieve ISO/IEC 20000.

This course does not lead to the ISO/IEC 20000 consultant or auditor certification.

Prerequisites

Attendees should have attended the Requirements for ISO 20000 Certification course. The attendees will also benefit from completing the ITIL Foundation course.

Learning Objectives

At the end of this course, you will be able to:

- Identify the benefits of achieving ISO/IEC 20000 certification.
- Assess where you are now and what needs to be done to achieve certification.
- Define your path toward implementing ISO/IEC 20000.
- Define the relationships between the different Service Management processes.
- Identify what is required for an ISO/IEC 20000 audit.
- Scope an implementation program for ISO/IEC 20000.
- Identify approaches to achieving ISO/IEC 20000.
- Identify the requirements of ISO/IEC 20000 - Part 2 of the standard.

Audience

Senior managers, IT consultants, quality consultants, IT service providers, IT service managers, and service improvement program and project managers.

Course Student Material

Students will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form.

Course materials required for the course and made available by the customer or the ITpreneurs' partner:

- ISO/IEC 20000-1:2002 IT Service Management; specification for Service Management
- ISO/IEC 20000-2:2003 IT Service Management; code of practice for Service Management

Recommended additional student materials:

- PD 0015: IT Service Management: Self-Assessment Workbook
- BIP 0005: A Manager's Guide to Service Management

Course Agenda

Day 1		Day 2	
Time	Sessions		
9.00am	Introduction	Recap of Day 1	
9.30am	Benefits of Using ISO/IEC 20000	Approaches for Achieving ISO/IEC 20000	
10.30am	Break		
11.00am	Objectives of ISO/IEC 20000 Processes	Building a Business Case for Achieving ISO/IEC 20000	
12.30pm	Lunch		
1.30pm	Scoping for ISO/IEC 20000 Adoption and Certification	Planning the Adoption of ISO/IEC 20000	
2.30pm	Understanding Where You Are Now and Where You Are Going	Implementation and Service Improvement	
3.30pm	Break		
3.45pm	Critical Success Factors for the Achievement of ISO/IEC 20000	Preparing for an ISO/IEC 20000 Audit	
4.30pm		Case Study	
5.00pm	Close		