

Service Quality Management Foundation Course

Fact Sheet

8 Hours | E-Learning |

ISO/IEC 20000 is the world's first Service Management process standard which is internationally recognized through the ISO certification scheme. The standard promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements.

ISO/IEC 20000 is aligned with and complementary to the process approach defined within the IT Infrastructure Library (ITIL).

The Service Quality Management Foundation helps participants to understand the principles of ISO/IEC 20000 and the related Quality Management standard ISO/IEC 9000.

This course is beneficial for everyone requires an understanding of the scope, components and principles of ISO/IEC 20000. An exam preparation module is included in the course that helps to prepare participants for taking EXIN's Service Quality Management Foundation exam.

Service Quality Management Foundation

Certificate: EXIN SQMF | Duration: 8 Hours | Course Delivery: E-Learning | Language: English

Course Description

The Service Quality Management Foundation Certification course provides a comprehensive overview of part 1 and part 2 of the ISO/IEC 20000 standard. The relevance of Service Quality Management for IT service-providing organizations and departments is highlighted in an easy to understand manner. The course is designed for professionals who require an overview of the standard and understand the scope and relevance of Service Quality Management.

The course uses a case study to explain the principles of ISO/IEC 20000 in a simulated environment. This helps participants in their understanding of ISO/IEC 20000 and generic quality management

An exam preparation module is included in the course preparing candidates for taking the EXIN Service Quality Management Foundation Exam.

Prerequisites

Possession of the Foundation Certificate in IT Service Management (based on ITIL) or equivalent knowledge is highly recommended.

Learning Objectives

By the end of this course, participants will understand the:

- Fundamentals of Quality Management Systems
- Principles of Service Management.
- What is ISO/IEC 20000 and how do they benefit organizations.
- Understand the benefits of applying ISO/IEC 20000 processes
- Understand the relationships between different Service Management processes.
- ISO/IEC 20000: Part 1 The requirements of the Standard- Specifications (shalls)
- ISO/IEC 20000: Part 2 Service Management Best Practices – code of Practice (shoulds).

Audience

Quality managers, IT support staff, IT consultants, IT process consultants, key business users, IT auditors, quality consultants, IT service providers, and purchase managers.

Course Organization and Logistics

- Computer (Pentium IV, Internet Explorer 5.x, cookies enabled, Macromedia Flash Player 6.0, speakers or a headset, 1024X768 pixel resolution).
- Broadband Internet connection.

Course Agenda

Module #	Type	Module Name
1.	Downloadable PDF	Introduction to the course and quality management as defined in ISO/IEC 9000
2.	Online	Online Course Introduction
3.	Online	Service Management
4.	Online	An Overview of ISO/IEC 20000
5.	Online	Relationship Processes
6.	Online	Service Level Management and Service Reporting
7.	Online	Budgeting and Accounting for IT Services
8.	Online	Capacity Management
9.	Online	Information Security Management, Service Continuity, and Availability Management
10.	Online	Incident and Problem Management
11.	Online	Control Processes
12.	Online	Release Management
13.	Online	Route for Achieving ISO/IEC 20000
14.	Online	Exam preparation Guide