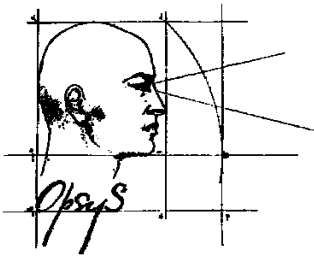


# ISO 20000 Consultant

3 days



## DESCRIPTION

A three day course leading to the *itSMF* accredited ISO 20000 Consultant certification designed for persons wishing to prepare clients or their organisation for ISO 20000 certification.

*Note: The course is designed for consultants who are involved in preparing organisations for ISO 20000 certification. For Auditors auditing against the standard the ISO 20000, Auditors course may be more appropriate. Delegates are advised to review the course description for the ISO 20000 Auditor to ensure they select the appropriate course(s).*

## OBJECTIVES

- ✓ To understand the scope of ISO 20000
- ✓ To prepare participants for the *itSMF* ISO 20000 Consultants certificate.
- ✓ To enable participants to prepare clients / their organisation to be compliant with the ISO 20000 standard
- ✓ To identify the objective of each Service Management process and know the key elements of each process
- ✓ To identify the requirements of Part 2 of the ISO 20000 standard to enable an organisation to achieve compliance.
- ✓ To understand the roles of the RCB and other stakeholders.
- ✓ To understand how to scope and prepare an organisation for ISO 20000 certification.
- ✓ To explain how an ISO 20000 audit is prepared and conducted.

## PRE-REQUISITES

The course is designed for experienced IT Service Management practitioners who wish to understand what will be required for an organisation wishing to adopt ISO 20000.

Ideally participants should have at least five years' relevant IT experience and should have the *ITIL* Foundation Certificate in IT Service Management (holders of the *ITIL* Managers certificate will be at an advantage).

*Candidates intending to attend both ISO 20000 Auditor and Consultant courses are recommended to take the Auditor course first.*

## STRUCTURE

This intensive, interactive workshop consists of formal lecturing, discussions, exercises, presentations and test examination questions.

On the last afternoon of the course there are two one-hour examinations (one is 25 question multiple choice, the other 'essay' style).

*Note: a copy of parts 1 and 2 of the ISO 20000 standard is provided*

## CONTENTS

- ✓ Reasons for the ISO 20000 standard
- ✓ History of the standard
- ✓ Introduction to Service Management and *ITIL*
- ✓ Why Service Management is important
- ✓ The role of an ISO 20000 consultant
- ✓ Preparing an organisation for ISO 20000
- ✓ Part 1 – detailed review of the standard identifying what must be in place for an organisation to be compliant with the standard.
- ✓ Part 2 – a review of the key areas where Part 1 and Part 2 differ, Part 2 being 'advice and guidance', whereas Part 1 is 'musts'.
- ✓ Both Part 1 and Part 2 cover the following elements of the Standard
  - Introduction and overview
  - Scope, terms and definitions
  - Requirements for a management system
  - Planning and implementing service management
  - Planning and implementing new or changed services
  - Service delivery processes
  - Relationship processes
  - Resolution processes
  - Control processes
  - Release processes
- ✓ The role of the RCB
- ✓ ISO 20000 Certification
  - Continuous Service Improvement Programme
  - Process maturity and growth
  - Main steps to certification
  - Certification audit
- ✓ Scoping criteria
- ✓ Toolsets
- ✓ Examination practice, technique, hints & tips
- ✓ The ISO 20000 Consultants exam. (results will be forwarded to candidates within eight weeks of the exam)

For further details or for reservation, please email to [info@opsys.be](mailto:info@opsys.be)