



Awareness of information technology service management ISO/IEC 20000

INTRODUCTION

IT is essential to delivering today's business. However, concerns are increasingly being raised about IT services, both internal and outsourced, not aligning with the needs of businesses and customers. A recognized solution to this problem is to use an IT Service Management System (ITSMS) based on ISO/IEC 20000, the international standard for IT service management. Certification to this standard enables.

COURSE OBJECTIVES

- Enabling organizations to become more responsive to services which are business led rather than technology driven
- Helping organizations in gaining new business as this increasingly becomes a contractual requirement
- Aiding organizations in selecting and managing external service providers more effectively
- Improving the efficiency, reliability and consistency of IT services affecting costs and service of organizations
- Complying with the ITIL (IT Infrastructure Library) framework of best practice guidance for ITSM processes

COURSE CONTENTS

- Relationship between IT Service Management and ITIL
- ISO/IEC 20000 standard and certification process
- Introduction and background of IT service management
- Use and application of the standard (Parts 1, 2, 3 and 5)
- The certification scheme
- Benefits of achieving ISO/IEC 20000
- Overview of the ISO/IEC 20000 Service Management standard
- Requirements for a Management System
- Planning and implementing service management
- Planning and implementing new and changed services
- Overview of ISO/IEC 20000 processes
- Relationship with other standards
- ISO/IEC 27001 Information Security Management System
- Roadmap to compliance with the requirements of ISO 20000 standard
- Service Level Management
- Capacity Management
- Service Continuity and Availability Management
- Budgeting and Accounting for IT Services
- Service Reporting
- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release Management
- Business Relationship Management
- Supplier Management

Who Should Attend

ISO/IEC 20000 is applicable to any organization, large or small, in any sector or part of the world which relies on IT services. The standard is particularly suitable for internal IT service providers, such as IT departments, and external IT service providers, such as IT outsourcing organizations.

The standard is already making a positive impact in some of the leading IT-dependent sectors, such as the business process outsourcing, telecommunications, finance and public sectors.

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

FEES/TRAINEE: 450\$

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English

