

HP Education Services Course Description

ISO/IEC 20000 Consultants' Course (UC410s)



This 3-day course gives a broad overview of the ISO/IEC 20000 IT Service Management standard and educates attendees in how to scope and prepare for a formal certification process. It includes guidance on the itSMF ISO/IEC 20000 Certification Scheme, a detailed look at parts 1 and 2 of the standard, scoping guidelines, implementation considerations, preparing for an audit, and the role of the Registered Certified Body (RCB). The course includes the formal itSMF ISO/IEC 20000 Consultants Examination.

Audience

- All staff involved in preparation for a formal ISO/IEC 20000 assessment and/or who want to know more about the scheme and its operation
- Internal or external consultancy staff, helping an organization plan and prepare for formal certification
- Internal audit staff who will be involved in any readiness activities and post-certification surveillance audits
- Anyone seeking the formal itSMF ISO/IEC 20000 Consultants qualification
- Note that this course is not aimed at Registered Certified Body (RCB) Auditors

Prerequisites

- At least 5 years relevant IT experience
- Hold an ITIL Foundation Certificate in IT Service Management. If you do not already hold this certificate you can take the ITIL Foundations for IT Service Management (H1 846s) course which includes the exam

- Bring along a copy of the ISO/IEC 20000 standard - Part 1: Specification for service management (ISO/IEC 20000-1:2005) and Part 2: Code of practice for service management (ISO/IEC 20000-2:2005). These can be purchased from www.itsmf.com. At the site, go to your local Chapter and enter the Bookstore or Publications page. If this is not available from your local itSMF Chapter then you can order from the itSMF UK. Electronic copies can also be purchased and downloaded at www.iso.org
- Read Part 1 and Part 2 in advance

Course Objective

- Understand the ISO/IEC 20000 Standard and how it relates to other sources of ITSM best practice
- Understand the itSMF ISO/IEC 20000 Certification Scheme and the way in which it is operated and applied
- Be able to scope and pre-assess a formal certification application
- Take and pass the formal itSMF ISO/IEC 20000 Consultants examination

Benefits to You

- Learn about ISO 20000 and the way in which it can be applied
- Play a lead role in scoping and preparing for a formal certification audit
- Understand available support tools and assessment techniques
- Obtain a formal industry-recognized qualification

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Course Title: ISO/IEC 20000 Consultants' Course

HP Product Number: UC410s

Category/Subcategory: ITSM/ITIL

Course Length: 3 Days, 09:00 to 17:30 each day, including exam

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Detailed Course Outline

This course will give students a broad understanding of the ISO/IEC 20000 certification scheme and how they should be applied. It will prepare students in readiness for moving towards formal certification. Specifically it will cover the following areas:

- ISO/IEC 20000 part 1; the formal specification which defines the requirements for an organization to deliver and manage service of an acceptable quality
- ISO/IEC 20000 part 2: the code of practice which describes best practice for service management processes within the scope of part 1
- The itSMF ISO/IEC 20000 Certification Scheme and how it should be applied
- Eligibility and scoping guidelines and the role of the Registered Certification Body (RCB)
- Implementation and assessment techniques and how and when to apply them
- Preparing for the formal RCB certification audit

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