



When Quality Matters

ISO 20000 INTRODUCTION

INTRODUCTION TO THE IMPLEMENTATION OF AN IT SERVICE MANAGEMENT SYSTEM (SMS) BASED ON ISO 20000

SUMMARY

This one-day training enables participants to be familiar with the basic concepts of implementation and management of an Service Management System (SMS) as specified in ISO/IEC 20000-1:2005. The participant will learn the different components of an SMS, including the SMS policy, measuring performance, management's commitment, internal audit, management review and continual improvement.

WHO SHOULD ATTEND?

- ▶ IT Professionals wanting to gain a comprehensive knowledge of the main processes of an Service Management System (SMS)
- ▶ Staff involved in the implementation of the ISO 20000 standard
- ▶ Expert advisors in IT
- ▶ Managers responsible for implementing an SMS
- ▶ Auditors

LEARNING OBJECTIVES

- ▶ To understand the fundamentals of IT management
- ▶ To know the interrelationships between ISO/IEC 20000-1:2005 and ISO/IEC 20000-2:2005
- ▶ To know the key components of an IT Service Management System in an ISO/ 20000 context
- ▶ To introduce the concepts, approaches, standards, methods and techniques allowing an effective management of an IT Service Management System in accordance with ISO 20000
- ▶ To understand the relationship between the IT Service Management System, including the management processes and compliance with the requirements of different stakeholders of the organization
- ▶ To understand the stages of the ISO 20000 certification process

PREREQUISITES

None

COURSE AGENDA

DURATION: 1 DAY

- ▶ Introduction to the ISO 20000 family of standards family
- ▶ Introduction to management systems and the process approach
- ▶ Presentation of main processes of an ITSMS
- ▶ Implementation phases of the ISO 20000 framework
- ▶ Continual improvement of IT management
- ▶ Conducting an ISO 20000 certification audit

EXAMINATION AND CERTIFICATION

None

GENERAL INFORMATION

- ▶ A student manual containing over 100 pages of information and practical examples will be distributed to participants
- ▶ A participation certificate of 7 CPD (Continuing Professional Development) credits will be issued to participants

For additional information, please contact us at info@ccqm.ch or visit www.ccqm.ch