bsi.

An Introduction to ISO/IEC 20000-1:2011

Course Description

ISO/IEC 20000-1 is an IT service management system (SMS) standard. It specifies service provider requirements to plan, establish, implement, operate, monitor, review, maintain and improve a SMS to fulfill agreed service requirements.

This course is designed to equip learners with the knowledge and skills to enable them to appreciate and understand the requirements of ISO/IEC 20000-1 in an organization. An experienced instructor explains the requirements, while hands-on exercises and take-home material provide the foundation upon which delegates can build their experience and develop their competence.

Course Benefits

- Improved knowledge of ISO/IEC 20000-1
- Enhanced ability to identify opportunities to maximize the productivity of an organization's IT Services
- Compliance with global best practice

Learning Objectives

Upon completion of this training, delegates will be able to:
- Describe the key processes required for an IT Service Management System (SMS)
- Communicate the benefits of an ISO/IEC 20000 IT SMS
- Communicate that it is possible to integrate an ISO/IEC 20000 compliant SMS with other management systems in the service provider's organization
- Adopt an integrated process approach and the PDCA methodology, enabling the service provider to align or fully integrate multiple management system standards.
- Know what to do next in their organization

Intended Audience

- IT professionals
- Anyone involved in defining, planning, or implementing an ISO/IEC 20000 IT service management system
- Management representatives

Course Duration

8 hours

Prerequisites

There are no formal prerequisites for this course.

Further Information

One-day course including course notes.
Delegates who successfully complete the course will be issued a certificate by BSI.

Agenda

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Day 1

Time	Topic
9:00	Introduction
	Delegate introductions
	Overview of course structure and learning objectives
	Concepts and terminology of IT Service Management
	Introduction to ISO/IEC 20000-1
	Management of IT
	ITSMS concepts
	PDCA cycle
	ISO/IEC 20000 Service Management System
	Service Management Plan (SMP)
	ITSM Methodologies
	Next steps
	Benefits of certification
	Benefits of registration
17:00	Close Day 1

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