



# IT Service Management Systems (ISMS) Introduction Training Course (ISO/IEC 20000:2011)

**Course Description:** This is a one-day introduction course to ISO/IEC 20000:2011 Information Technology – Service Management

**Course Structure:**

- Provide a basic understanding of ISO/IEC 20000:2011
- Examine the certification process
- Review the benefits of achieving ISO/IEC 20000:2011

**Benefits To Your Business:**

- A move towards conformance to an international standard for IT Service Management
- A step closer to providing services that meet customer requirements
- Use of a management system for tendering of services.

**Who Should Attend:** The course is aimed at all levels within an organization who need an understanding of ISO/IEC 20000:2011 Parts 1 & 2 and the certification process.

**Duration:** 1 Day