

ISO20000 Foundation - SPO

ISO20000® Foundation

Leading to the Service Quality Management Foundation Certificate

Duration: 30 or 60 day license

Pre-requisites: None

Delivery Methods: Self-Paced On-line

Course Overview

ISO/IEC 20000 is an international standard that allows organisations to demonstrate excellence and prove best practice in IT service management.

This course provides a comprehensive introduction to ISO/IEC20000, the international standard for service management. Foundation certificate holders can understand the structure of the standard and key terms used within it. They will understand what an organisation needs to do in order to be accredited to the standard.

- Get Foundation qualified at your own pace
- 30 or 60 days online access
- Fully accredited online training
- Includes videos, quizzes, exercises, study guides, syllabus and sample exam
- Tutor support available via email

Course Content

6 easy to absorb modules covering terminology, structure, concepts and value. Includes video tutorials, study guides and quizzes. Study duration: 15 hours. Includes free eBook: ISO/IEC20000:2011 A Pocket Guide.

Lessons in this course:

Module 1: Introduction to ISO/IEC20000

Module 2: Service management system general requirements

Module 3: Service delivery and relationship processes

Module 4: Design, transition, control and resolution processes

Module 5: Audits

Module 6: Exam preparation

The license will start from the date you receive your login and password.

Knowledge Objectives

- An understanding of the importance of quality within IT Service Management
- The quality specifications for IT Service Management
- The code of practice for IT Service Management
- Basic concepts of ISO/IEC 20000
- Links to other ITSM frameworks

Exam

This course prepares participants to sit an online examination leading to the Service Quality Management Foundation Certificate. The exam is 60-minute, closed book, multiple-choice. You must achieve a passing mark of 65% to attain your certificate.

Target Group

- IT department staff of an organisation that is considering or is already ISO/IEC 20000 certified so as to understand the breadth depth and integration between the processes
- Contracts manager looking to construct ITTs or RFPs to include ISO/IEC 20000; the course will help explain what is involved in the standard
- Senior IT Managers who will understand the importance of adopting a quality approach to Service Management and understand the value of ISO/IEC 20000 accreditation
- Anyone involved in Service Provision; this course will show how ISO/IEC 20000 will enable you to transform the Service Provision using best practice from ITIL and ISO9000

Pre-requisites

There are no prerequisites for this course.

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