

SERVICE MANAGEMENT 20000 FOUNDATION

FUNDAMENTAL KNOWLEDGE TO
MANAGE AND MAINTAIN AN
SERVICE MANAGEMENT SYSTEM,
BASED ON ISO/IEC 20000-1

FUNDAMENTAL KNOWLEDGE TRAINING
COURSE TO ESTABLISH AND OPERATE AN
SERVICE MANAGEMENT SYSTEM (SMS)





The Service Management 20000 Foundation course is a course based on ISO/IEC 20000-1. The course follows a real-world adapted case-study approach to better prepare participants to apply the concepts of this ISO IT service management standard in a real-world scenario. This course prepares the participants to support the establishment and operation of an ITSMS based on ISO/IEC 20000-1 and provides them the fundamental knowledge on the audit concepts, principles and best practices based on ISO 19011.

- IT Service Management and/or IT Consultants, Auditors, Managers or Risk Professionals
- Any Executive or Senior Manager responsible to ensure the alignment and delivery of value from IT Service Management to the organization
- Professionals responsible for the IT Service Management/IT Governance on the organization
- Any professional, either, IT, information security, business or any other, involved on the establishment, implementation, operations and/or continual improvement of a Service Management System (SMS) based on ISO/IEC 20000-1
- Anyone who wants to learn the fundamentals of ISO/IEC 20000-1

WHAT WILL YOU LEARN?

- Understand the fundamental service management concepts, and the main requirements of ISO/IEC 20000-1
- Get to know and understand the correlation of the ISO/IEC 20000 family standards, including ISO/IEC 20000-1, ISO/IEC 20000-2, and related ISO and other best practices, applicable legislation, and regulation
- Support an organization on the implementation and operation of an SMS based on ISO/IEC 20000-11, as part of an SMS implementation team and/or during an implementation project
- Understand the fundamental audit concepts and principles based on the ISO 19011 standard
- Understand the several service management related source of requirements to discuss with the peers about relevant subjects to the maintenance and improvement of service management and IT services on the organization
- Support the organization on the achievement and maintenance of the ISO/IEC 20000-1 certification
- Acquire the required knowledge to succeed in the "BEHAVIOUR Certified Service Management 2231 Foundation" exam and achieve a personnel certification

TRAINING PROGRAM

1. Introduction to Service Management, the ISO/IEC 20000-1 standard and, related best practices

- Course introduction
- Service management standards compliance requirements
- Advancing for ISO/IEC 20000-1 certification
- Service management fundamentals
- Presentation and overview of the SMS requirements (Part 1- Clauses 4 to 8.1)
 - Service management context
 - Leadership and commitment
 - Planning (risks and opportunities, objectives, and service management plan)
 - Support of the SMS
 - Operation - Planning and control

2. SMS and Audit concepts and principles

- Presentation and overview of the SMS requirements (Part 2 - Clauses 8.2 to 10)
 - Operation – Service portfolio
 - Operation – Relationship and agreement
 - Operation – Supply and demand
 - Operation – Service design, build and transition
 - Operation – Resolution and fulfillment
 - Operation – Service Assurance
 - Performance evaluation
 - Improvement
- Introduction to audit concepts and principles based on ISO 19011

3. Certified Service Management 20000 Foundation Exam



TRAINING METHODOLOGY

This course is based on theoretical, and practical sessions supported by a real-world adapted case-study. The course includes hands-on practical and theoretical exercises.

Certified Service Management 20000 Foundation

Domain 1

Service management fundamentals

Domain 2

Service Management System ISO/IEC 20000-1 requirements

Domain 3

Fundamental audit concepts and principles based on ISO 19011

After successfully completing the certification exam, and signing the agreement/code of ethics, you can apply to the certification

Certified Service Management 20000 Foundation

there are no professional experience requisites



INSCREVA-SE PARTICIPE

REGISTER AND PARTICIPATE

Consulte online as próximas datas em

See online the next public dates

<https://behaviour-group.com/PT/curso-service-management-20000-foundation/>