

ISO 20000:2011 Understanding and Awareness

Overview

This course is designed for IT Services Management practitioner and SMS implementer who wish to understand the requirement on ISO 20000 standards.

This course is also suitable for persons who wish to design and implementing Services Management System based on ISO 20000:2011

Course Objectives

- To understand the concept of service management
- To understand the scope and applicability of ISO 20000:2011
- To understand the requirement of ISO 20000:2011
- To understand the concept of process approach in ISO 20000:2011 and PDCA models on SMS

Course Content

- Understanding the scope and applicability of this standards and to understand the terminology on ISO 20000:2011
- Understanding service management system general requirement
 - Understanding on management commitment , policy, organization , human resources and documentation
- Understanding the requirement on Design and transition of new or changed services

- Understanding on planning and development of new and change the services
- Understanding requirement on services delivery Process
 - Understanding concept of SLA, continuity, availability, budgeting and Information Security
- Understanding requirement on relationships process
 - Business relationships and supplier relationships
- Understanding requirement on resolution process
 - Incident management
 - Problem management
- Understanding requirement on control process.
 - Configuration management, change, release and deployment management

Duration

This training is 2 days training

Who Should Attend

Supervisor, Manager and Director who wish to implement Services Management System based on ISO 20000:2011 and who wish to take certification to ISO 20000:2011