



# IT Service Management Foundation based on ISO/IEC 20000

## Course Overview and Duration:

- Duration:** 3 Days  
**Course Delivery:** Classroom or Virtual Classroom Environment (VCE)  
**Pre-requisites:** No formal pre-requisites but candidates should have good knowledge of service management terminology and would benefit from having the ITIL Foundation Certificate in IT Service Management

## Course Overview

### Summary:

The IT Service Management Foundation based on ISO/IEC 20000 certificate describes the key information and concepts for IT Service Management as well as their relationships with other areas of information management. This course builds the fundamental skills and knowledge enabling one to participate in organizational teams working within Service Management. Emphasis is on the service management system (SMS) and service management processes, specifically the core concepts and basic terminology of IT service management based on ISO/IEC 20000:2011.

### Target group:

ITSM Foundation is intended for everyone playing a role or having an interest in IT service management.

### Benefits:

Organisations that implement ISO 20000 can:

- Demonstrate reliability and high quality of service;
- Access key markets, as many public-sector organisations mandate that their IT service providers demonstrate compliance with ISO 20000;
- Assure clients that their service requirements will be fulfilled;
- Enforce a measurable level of effectiveness and a culture of continual improvement by enabling service providers to monitor, measure and review their service management processes and services;
- Reduce the costs of conformance to many regulations, including the Payment Card Industry Data Security Standard (PCI DSS) and Sarbanes–Oxley;



Leverage ITIL practices to optimise resources and processes; and  
Access additional material on security management and managing suppliers and the business.

### **Context:**

Successful completion of the IT Service Management Foundation is the necessary prerequisite for continuing studies. The IT Service Management Associate, the next step, is strongly focused on the plan, do, check and act activities of Deming's cycle across the SMS. Once the Associate is achieved, there are two options: the IT Service Management Consultant Manager or the IT Service Management Auditor.

### **Prerequisites:**

None, but students may wish to read *Implementing Service Quality based on ISO/IEC 20000 (3rd Edition, Michael Kunas, Published by IT Governance Publishing 2012, ISBN 9781849284424)* prior to the course as recommended reading.

### **Exam content:**

The topics of the Foundation course include:

- Core concepts of Service Management and quality frameworks
- The Service Management System (SMS) and the value and application of the PDCA cycle
- High-level concepts around service design and transition
- Objectives, activities and quality requirements of the service management process