

ISO/IEC 20000

Foundation Certificate Course

This course provides participants with extended theoretical and practical knowledge of ISO/IEC 20000, the worldwide standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers.

ISO/IEC 20000 is aligned with and complementary to the process approach defined within ITIL®. ISO/IEC 20000 provides the only formal method to prove that an organisation's processes are "ITIL compliant", through formal, independent audit by registered certification organisations.

ISO/IEC 20000 comprises of two distinct documents: a specification for a service management system, and a code of practice. Together, these form a top-down framework to define the features of service management processes that are essential for the delivery of high quality services. This course covers content from both parts of the standard and prepares participants for the official ISO/IEC 20000 Foundation Exam



**Please refer to our website
for dates**

www.alctraining.co.nz

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Who Should Attend?

Organisations:

The target audience includes both internal and external service providers, even if such an organisation is not (yet) certified or not planning to be certified. In addition, customers considering requesting their service providers to become ISO/IEC 20000 certified can get an insight into what can be expected of their service providers.

Candidates:

Any staff who have a role in delivering or managing IT services. The course is particularly suitable for staff who are involved in process development and improvement and may be helping their organisation improve service outcomes or prepare for ISO/IEC 20000 certification. The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the EXIN ISO20000 qualifications.

What You Will Learn

At the end of this course you will be able to understand and describe:

- the definition and principles of quality management in relation to IT service management
- the position of ISO/IEC 20000 in relation to IT service management
- the quality specifications for IT service management (ISO/IEC 20000, Part 1)
- the code of practice for IT service management (ISO/IEC 20000, Part 2)

The following benefits can be realised when an organisation aligns with the ISO/IEC 20000 standard.

- Alignment of information technology services and business strategy.
- Creation of a formal framework for current service improvement projects

Learning Method

This course is conducted as a 3-day instructor-led workshop and includes a combination of lectures and exercises. All the exercises are designed to relate the course material to 'real organisations' and will draw on the experience and knowledge of the participants. Some evening self-study is required to pass the exam.

Prerequisite

There are no formal pre-requisites for this course. However, some previous IT service management training and/or experience is necessary for students to gain the full value of the course.

- ITIL (v2 or v3) Foundation Certificate (or higher) will assist the candidate greatly
- Work experience in IT service management is assumed
- Pre-reading the ISO/IEC 20000 standard will also assist the candidate

Examination Format

This course will prepare you to take and pass the ISO/IEC 20000 Foundation Certificate exam. The examination is of one-hour duration and consists of 40 multi-choice questions, taken on the last afternoon of the course.

- Provides a benchmark type comparison with best practices
- Creates competitive advantage via the promotion of consistent and cost-effective services.
- By requiring ownership and responsibility at all levels, it creates a progressive ethos and culture.
- Reduction of risk and thus cost in terms of external service receipt
- Enhanced reputation and perception
- Fundamental shift to pro-active rather than re-active processes
- Improved relationship between different departments via better definition and more clarity in terms of responsibility and goals.

Implementing Information Security based on ISO 27001 and ISO 27002

The course will cover the following topics:

1 Definitions and Principles of Service Quality Management

- Quality
- Services and IT Service Management
- Processes and the Process Approach
- Continual Improvement

2 Introduction to ISO/IEC 20000

- History and Purpose
- Structure
- Terms and Definitions

3 Management and Improvement of ITSM

- Requirements for a Management System
- Planning and Implementing Service Management

4 Control of IT Services

- Planning and Implementing New or Changed Services
- Configuration Management
- Change Management
- Release Management

5 Alignment of IT and the business

- Business Relationship Management
- Service Level Management
- Service Reporting
- Supplier Management
- Budgeting and Accounting for IT Services

6 Delivery of IT Services

- Service Continuity & Availability Management
- Capacity Management
- Information Security Management

Sample Exam Paper

7 Support of IT Services

- Incident Management
- Problem Management

8 Position of ISO/IEC 20000 in IT Service Management

- Relationship with other Standards and Frameworks
- Audits and Assessments
- Certification Practices

Revision

Exam (1 hour)

In House Training

This course is available for private presentation, either on your own premises or 'off-site'. There are many advantages to in-house training. Please contact ALC for a quotation and to discuss your requirements.

Course Presenter



This course is presented by ALC Training the region's largest provider of professional management, consulting and educational services specialising in the "best practice" methodologies PRINCE2, ITIL and COBIT.

ITIL Foundation Certification

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management

ITIL Practitioner Certification

These 5-day practitioner courses provide a powerful and practical alternative to the previously separate Practitioner Modules. Achieve your Practitioner certificate in Release and Control, Support and Restore, Plan and Improve, or Agree and Define.

ITIL Manager's Certification

This program comprises 4 modules over 12 intensive days and is designed to ensure that participants truly master ITIL. It leads to the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

PRINCE2 Foundation & Practitioner Certification

The 5-day program comprises a 3-day Foundation course and 2-day Practitioner Preparation Course, which can be taken together or separately. The program provides participants with an extended theoretical and practical knowledge to ensure project delivery is on time, on budget and of high quality.

COBIT Foundation Certification

This 3-day course provides participants with a comprehensive understanding of the COBIT IT governance and control framework. Participants will understand all components of the COBIT Framework, both at a general conceptual level, which leads to the COBIT Foundation Certificate.

SABSA Foundation & Practitioner Certification

SABSA is the internationally-acclaimed 'best-practice' framework for delivering cohesive information security solutions to business and government. SABSA is to security management what ITIL is to service management or PRINCE2 is to project management.

CISM

This 5-day program leads to the fastest growing and arguably the most prestigious qualification available for Information Security managers today. Presented by international security expert Krag Brotby, lead-author of the official ISACA CISM Review Manual.

CISSP

This 5-day program leads to one of the most sought-after security certifications available today. The course provides a comprehensive coverage of the material required in CISSP as well as thorough preparation for the actual (ISC)² exam.

HOW TO REGISTER

1. Register Online
www.alctraining.co.nz
2. Send your details by email
learn@alctraining.co.nz
3. Fax the Enrolment Form below to:
Fax: 0800 540 162
4. Any queries please call Customer Service
Tel: 0800 540 161
5. Post the completed Enrolment Form to:
ALC Training NZ Limited
Level 31, Vero Centre,
43 Shortland Street, Auckland 1040

COURSE DETAILS

FEES: (per delegate)
ISO/IEC 20000 (Course + Exam)

NZ\$
1950 + gst

VENUE: The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our web site.

COURSE INFORMATION: The course is held from 9.00am to 5.00pm and registration is from 8.30am. Fees include lunch, refreshments and all course materials.

TERMS and GUARANTEE: To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 5 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.

Team Discounts
10% discount for 2 or 3 delegates. Please call for larger groups.

ENROLMENT FORM - ISO/IEC 20000



ALC Training NZ Limited is a leading provider of quality IT training for business and government in the Asia-Pacific region. ALC courses are held in Australia, Hong Kong, Malaysia, New Zealand and Singapore. ALC specialises in the three leading best-practice frameworks: ITIL for IT Service Management, PRINCE2 for Project Management and SABSA for Security Management. ALC has no affiliations with vendors of software or hardware and provides completely independent unbiased education.

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