

ISO/IEC 20000 FOUNDATION

The Basic Concepts of Service Management and the requirements of ISO/IEC 20000-1 for a Service Management System (SMS)



Course Description

The PECB Certified ISO/IEC 20000 Foundation training course presents the basic concepts of service management and the requirements of ISO/IEC 20000-1 for a service management system (SMS). In this training course you will learn about the various aspects of an SMS, including the context of the organization, top management involvement and activities, planning and resources for the SMS, controls and measures for service delivery activities, performance evaluations, and continual improvement activities.

After completing the training course, you can sit the exam. If you successfully pass the exam, you can apply for the “PECB Certificate Holder in ISO/IEC 20000 Foundation” certificate. An internationally recognized “PECB ISO/IEC 20000 Foundation” certificate demonstrates that you have an overall knowledge of ISO/IEC 20000-1 requirements for an SMS and allows you to be part of SMS implementation projects.

Audience

The ISO/IEC 20000 Foundation training course is intended for:

- Managers and consultants seeking to acquaint themselves with ISO/IEC 20000-1 requirements for an SMS
- Personnel responsible for managing, maintaining, and improving services and service delivery capabilities
- Aspiring professionals seeking knowledge about basic concepts of service management
- Members of SMS implementation and operation teams
- Individuals wishing to pursue a career in service management

Prerequisites

There are no prerequisites to participating in this training course.



Learning Objectives

By participating in this training course, you will:

- ✓ Understand the basic service management concepts, definitions, and approaches
- ✓ Get acquainted with the ISO/IEC 20000-1 requirements for a service management system
- ✓ Develop a general understanding of how an organization can meet the requirements of ISO/IEC 20000-1

Course Outlines

- **Day 1:** Introduction to service management concepts, SMS, and clauses 4-6 of ISO/IEC 20000-1
- **Day 2:** Clauses 7-10 of ISO/IEC 20000-1 and certificate exam

Examination & Certification

“The exam fully meets the requirements of the PECB Examination and Certificate Programme. It covers the following competency domains:

- **Domain 1:** Fundamental concepts and principles of service management and the SMS based on ISO/IEC 20000-1
- **Domain 2:** ISO/IEC 20000-1 requirements for an SMS – Clauses 4 to 10

Additional Information

- Training Days: **2**
- CPD Certification (Credits): **14**
- Exam Duration: **1 hour**
- Retake Exam: **Yes**

