ISO / IEC 20000 Foundation®

This course provides a comprehensive introduction to ISO/IEC 20000, the international standard for service management. Foundation certificate holders can understand the structure of the standard and key terms used within it. They will understand what an organisation needs to do in order to be accredited to the standard. The ISO/IEC 20000 course is part of the Foundations for Professionals program.

Course contents:

- 6 easy to absorb modules covering terminology, structure, concepts and value
- Includes video tutorials, study guides and quizzes
- Study duration: 15 hours
- Module 1: Introduction to ISO/IEC 20000
- Module 2: Service management system general requirements
- Module 3: Service delivery and relationship processes
- Module 4: Design, transition, control and resolution processes
- Module5: Audits
- Module 6: Exam preparation
- Includes free eBook: ISO/IEC 20000:2011 A Pocket Guide

Are there any pre-requisites?

None. The ISO/IEC 20000 Foundation certificate is a pre-requisite for anyone wanting higher level training in ISO/IEC 20000

Who is the course suitable for?

People who are working in an organisation that is using service management guidance (like ITIL) to deliver its services. Would also be suitable for students who have studied ITIL or COBIT 5, although this is not a requirement.

Exam Details:

40 multiple choice questions. 60 minute duration with a 65% pass mark. Exam can be taken online with a web proctor (with PEOPLECERT). Candidates much have completed the ISO/IEC Foundation Course before requesting their exam voucher.