



ISO/IEC 20000 for Practitioners Course (3-day Classroom Training)

This interactive workshop, leading to the ISO/IEC 20000 Practitioners examination is aimed at practicing IT practitioners who assist organizations to prepare for or retain ISO/IEC 20000 certification. The purpose of the Practitioner qualification is to ensure that the candidate has sufficient understanding of ISO/IEC 20000 and its application to be able to analyse and apply their knowledge to a range of activities that would support organizations in achieving and retaining ISO/IEC 20000 certification.

The course covers the interpretation and application of the ISO/IEC 20000 standard and enables practitioners to develop the Service Management capability of an organization and assess its readiness for certification within the ISO/IEC 20000 certification scheme.

Internal auditors involved in preparing an organization for ISO/IEC 20000 certification might find this course more appropriate than the APMG ISO/IEC 20000 Auditor course. An exam will be conducted at the end of the training.

Prerequisite

Participants attending the course are required to have a fundamental knowledge of IT service management principles and processes. The basic ITSM knowledge required is exemplified by either an ITIL® Service Management Foundation certificate or an approved ISO/IEC 20000 Foundation certificate, possession of one of which is mandatory for attending this course.

Learning Objectives

Candidates should understand and be able to analyse and apply the content of ISO/IEC 20000 within currently certified organizations, or organizations wishing to implement an SMS in preparation for initial certification. At the end of the course, participants will be able to:

- Understand the purpose, use and application of Parts 1, 2 and 3 of the standard
- Assist and advise organizations in the achievement of conformance to ISO/IEC 20000 and certification
- Understand, explain and advise on issues regarding applicability, eligibility and scoping
- Understand and explain the relationship between ISO/IEC 20000 and ITSM best practices in common use and related standards
- Explain and apply the requirements of Part 1
- Advise and assist in ISO/IEC 20000 certification readiness assessments
- Produce a gap analysis supported by an improvement and implementation plan
- Understand, create and apply a service management plan



- Assist and advise organizations on the implementation of continual improvement processes
- Prepare organizations for an ISO/IEC 20000 certification audit using the regulations of the APMG Certification Scheme

Organizational Logistics

- Up to 16 participants
- Classroom with a U-shaped seating arrangement
- A minimum of 1 break-out room
- Whiteboard, flipchart, and projector

Participants whose first language is not English and who are taking the Practitioners exam can receive a 15-minute extension to their exam, if requested. A dictionary can also be used, but it should not be an electronic one.

Course Student Material

Participants will be provided with a manual containing a copy of classroom visual aids, assignments, and a feedback form. Recommended additional student materials:

- ISO/IEC 20000-1:2011 IT Service Management: Specification for Service Management
- ISO/IEC 20000-2:2011 IT Service Management. Code of Practice for Service Management

Exam

The ISO/IEC 20000 exam is a 3-hour multiple-choice exam with 4 questions. Each of the 4 questions is worth 20 marks, giving a maximum of 80 marks in the exam paper. The pass mark is 50% (40 marks). Within each question the syllabus area to which the question refers is clearly stated. The exam may be taken with the support of the ISO/IEC 20000 Part 1 standard. Candidates may purchase their personal copy of the ISO/IEC 20000 standard from the ISO webshop. A personal PDF will be created.

The URL is: http://www.iso.org/iso/catalogue_detail?csnumber=51986



Agenda

Day 1	
08:30	Registration
09:00	Introduction
10:00	Overview of ISO/IEC 20000
10:45	Break
11:00	Overall Management Requirements
12:30	Lunch
13:30	Group Assignment 1
14:00	Service Delivery Processes
15:00	Break
15:15	Service Delivery Processes
16:30	Multiple-Choice Sample Paper 1
17:00	Review Paper 1
17:30	Close: Homework 1. Multiple Choice Sample Paper 2
Day 2	
08:30	Review Paper 2
09:30	Relationship Processes
10:45	Break
11:00	Resolution Processes
11:45	Control Processes – Configuration Management
12:30	Lunch
13:30	Control Processes – Change Management
14:15	Release Process
15:00	Break
15:15	Planning and implementation
17:30	Close: Homework 1. Multiple Choice Sample Paper 3
Day 3	
08:30	Review Paper 2
09:45	Scoping and Eligibility: Group Assignment 2
10:45	Break
11:15	Mock Examination (Written)
12:15	Lunch
13:15	Mock Examination Review
13:45	Course Summary and Evaluation
14:00	Break
14:15	Examination
17:15	Close