

Szkolenie: PECB®  
ISO 20000 Foundation



## Cel szkolenia:

This course enables participants to learn about the best practices for implementing and managing an IT Service Management System as specified in ISO/IEC 20000-1:2005, as well as the best practices for implementing the IT Service Management processes starting from the ISO 20000: planning and implementing new and changed services, service delivery process, relationship management process, problem resolution process, control processes and release processes.

### Who should attend?

- Members of an Information Technology Service team
- IT Professionals wanting to gain a comprehensive knowledge of the main processes of an Information Technology Service Management System (ITSMS)
- Staff involved in the implementation of the ISO 20000 standard
- Technicians involved in operations related to an ITSMS
- Auditors

### Learning objectives

- To understand the implementation of an Information Technology Service Management System in accordance with ISO20000
- To understand the relationship between the information technology service management system, including the management processes and compliance with the requirements of different stakeholders of the organization
- To know the interrelationships between ISO/IEC 20000-1:2005, ISO/IEC 20000-2:2005 and ITIL
- To know the concepts, approaches, standards, methods and techniques allowing to effectively manage an Information Technology Service Management System
- To acquire the necessary expertise to contribute in implementing an Information Technology Service Management System (ITSMS) as specified in ISO 20000

## Plan szkolenia:

- Day 1: Introduction to Information Technology Service Management System (ITSMS) concepts as required by ISO 20000
  - Introduction to the ISO 20000 family of standards

- Introduction to management systems and the process approach
- Fundamental principles in IT Service Management
- General requirements presentation of ISO/IEC 20000-1:2005 clauses
- Implementation phases of the ISO/IEC 20000:2005 framework
- Continual improvement of IT management
- Conducting an ISO/IEC 20000-1:2005 certification audit
- Day 2: Implementing the IT service management processes based on ISO 20000 and Certification Exam
  - Planning and implementing change management
  - Supplier management
  - Relationship management
  - Problem management
  - Release management
  - Certified ISO/IEC 20000 Foundation exam

## Poziom trudności



## Certyfikaty:

The “**Certified ISO/IEC 20000 Foundation**” exam fully meets the requirements of the PECB Examination and Certification Programme (ECP). The exam covers the following competence domains:

- Domain 1: Fundamental principles and concepts of Information Technology Service
- Domain 2: Information Technology Service Management System (ITSMS)

The “Certified ISO/IEC 20000 Foundation” exam is available in different languages (the complete list of languages can be found in the examination application form)

Duration: 1 hour

For more information about exam, refer PECB section on [ISO 20000 Foundation Exam](#)

A certificate of Certified ISO/IEC 20000 Foundation will be issued to participants who successfully passed the exam and comply with all the other requirements related to this credential

For more information about ISO 20000 certification and PECB certification process, refer to PECB section on [ISO 20000 Foundation](#)

## Prowadzący:

Authorized PEBC Trainer.

## Informacje dodatkowe:

- This training is based on both theory and practice:
  - Sessions of lectures illustrated with examples based on real cases
  - Review exercises to assist the exam preparation
  - Practice test similar to the certification exam
- To benefit from the practical exercises, the number of training participants is limited
- Certification fees are included in the exam price
- A student manual containing over 200 pages of information and practical examples will be distributed to participants
- A participant certificate of 14 CPE (Continuing Professional Development) credits will be issued to participants
- In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions