

Training: PECB
ISO 20000 Introduction



FORM OF TRAINING	MATERIALS	PRICE	DURATION
Traditional	Hardcopy	400 EUR	1 day
Traditional	CTAB Tablet	550 EUR	1 day

LOCATIONS

Krakow - 5 Tatarska Street, II floor, hours: 9:00 am - 4:00 pm

Warsaw - 17 Bielska Street, hours: 9:00 am - 4:00 pm

TRAINING GOALS:

This one-day training enables participants to be familiar with the basic concepts of implementation and management of an **Information Technology Service Management System (ITSMS)** as specified in **ISO/IEC 20000-1:2005**. The participant will learn the different components of an ITSMS, including the ITSMS policy, measuring performance, management's commitment, internal audit, management review and continual improvement.

Who should attend?

- 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
- Expert advisors in IT
- Managers responsible for implementing an ITSMS
- Auditors

Learning objectives

- To understand the fundamentals of IT management
- To know the interrelationships between ISO/IEC 20000-1:2005 and ISO/IEC 20000-2:2005
- To know the key components of an IT Service Management System in an ISO/ 20000 context
- To introduce the concepts, approaches, standards, methods and techniques allowing an effective management of an IT Service Management System in accordance with ISO 20000
- 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 understand the stages of the ISO 20000 certification process

CONSPECT:

- Introduction to the ISO 20000 family of standards family
- Introduction to management systems and the process approach
- Presentation of main processes of an ITSMS
- Implementation phases of the ISO 20000 framework
- Continual improvement of IT management
- Conducting an ISO 20000 certification audit

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by PEBC (course completion).

TRAINER:

Authorized PEBC Trainer.

ADDITIONAL INFORMATION:

- A student manual containing over 100 pages of information and practical examples will be distributed to participants
- A participation certificate of 7 CPE (Continuing Professional Development) credits will be issued to participants