

## ISO 20000 Implementation Course – 3 Days

### INTRODUCTION and LEARNING OBJECTIVE

ISO/IEC 20000-1:2005 defines the requirements for a service provider to deliver managed services. It is based on IT Infrastructure Library (ITIL).

ISO/IEC 20000-1:2005 promotes the adoption of an integrated process approach to effectively deliver managed services to meet business and customer requirements. For an organization to function effectively it has to identify and manage numerous linked activities. Coordinated integration and implementation of the service management processes provides the ongoing control, greater efficiency and opportunities for continual improvement.

**At the end of this course you would be able to**

- a. Understand ISO 20000 requirements
- b. Review the benefits that ISO 20000 can bring
- c. Explore the relationships with other IT Frameworks
- d. Describe the key service management processes
- e. Understand the roles and responsibilities
- f. Drive the team for ISO 20000 implementation and certification

At the end of this course, the participant will be equipped to play a role and make significant contribution as

- a. IT Service Manager
- b. Process Owner
- c. IT Service Management Consultant

## ISO 20000 Implementation Course – 3 Days

### PARTICIPANT PROFILE

You could be an individual who has basic knowledge of IT and business processes.

### DIFFERENTIATORS

The course is

- a. Comprehensive (Covers basics to advanced knowledge)
- b. Practical (Equips you with workable solutions)
- c. Activity oriented (Group case studies and individual presentations)
- d. Delivered by experienced professionals with great passion for training
- e. Collaborative learning approach (Making you participate and learn)

### AGENDA

Sr. #	Topics	Duration
<b>Day – I</b>		
1.	Information Technology Service Management Concepts	1 hour
2.	Introduction to IT Infrastructure Library (ITIL)	4 hours
3.	Service Management Tools	1 hour
4.	ITIL V2 Test (25 Questions)	1 hour
<b>Day – II</b>		
1.	Introduction to ISO 20000	1 Hour
2.	Preparing Business Case for ITSM Implementation	1 hour
3.	Understanding ISO 20000 Specification (Clauses 1 to 5)	2 Hours
4.	Service Delivery Processes with Assignments	2 hours
<b>Day – III</b>		
1.	Service Delivery Processes with Assignments	4 hours
2.	Certification Audits	1 hour
3.	Review and Exam	2 hours

## ISO 20000 Implementation Course – 3 Days

### DAY – I

#### **IT Service Management (ITSM) Concepts**

- ⇒ Challenges of IT Organization
- ⇒ Aligning IT with Business Requirements
- ⇒ Best practices for IT Service Management

#### **Introduction to IT Infrastructure Library (ITIL V2)**

- ⇒ History of ITIL
- ⇒ Concepts, terms and definitions
- ⇒ ITIL V2 Model
- ⇒ ITIL V2 Processes
- ⇒ Assignment – Test of ITIL V2 (Objective type)

#### **Service Management Tools**

- ⇒ Introduction to ITSM tools
- ⇒ Relevance of tools in ITSM environments

## ISO 20000 Implementation Course – 3 Days

### DAY – II

#### **Introduction to ISO 20000**

- ⇒ ITIL and ISO 20000
- ⇒ Features of the standard
- ⇒ PDCA Process approach
- ⇒ Structure of standard

#### **Preparing Business Case for ITSM Implementation**

- ⇒ What is Business Case?
- ⇒ Details of Business Case
- ⇒ A brief on Business Case Contents
- ⇒ Assignment – Preparing a Business Case

#### **Understanding ISO 20000 Specification**

- ⇒ Scope
- ⇒ Terms and Definitions
- ⇒ Requirement for a management Systems
- ⇒ Planning and Implementing Service Management
- ⇒ Assignment – Develop a Scope of ITSM Implementation
- ⇒ Planning and Implementing New or changed services

#### **Service Delivery Processes**

- ⇒ Service Level Management
- ⇒ Service Reporting
- ⇒ Service Continuity and Availability Management
- ⇒ Budgeting and Accounting for IT Services
- ⇒ Capacity Management
- ⇒ Information Security Management
- ⇒ Assignments:
  - Service Catalog
  - Service Level Agreement
  - Identifying service management reports
  - Service Impact Analysis
  - Availability Plan
  - Budgeting and Accounting Templates
  - Risk Management

## ISO 20000 Implementation Course – 3 Days

### DAY – III

#### **Relationship Processes**

- ⇒ Business Relationship Management
- ⇒ Supplier Management

#### **Resolution Processes**

- ⇒ Incident Management
- ⇒ Problem Management

#### **Control Processes**

- ⇒ Configuration Management
- ⇒ Change Management

#### **Release Processes**

- ⇒ Release Management

#### **Assignments**

- ⇒ Service Catalog
- ⇒ Service Level Agreement
- ⇒ Identifying service management reports
- ⇒ Service Impact Analysis
- ⇒ Availability Plan
- ⇒ Budgeting and Accounting Templates
- ⇒ Risk Management
- ⇒ Incident Management artifacts
- ⇒ Structure of Known Error Database (KEDB)
- ⇒ Structure of Configuration Management Database (CMDB)

#### **Certification Audit**

- ⇒ Accreditation Schemes
- ⇒ Certification Body
- ⇒ Certification process for ISO 20000
- ⇒ Integrated Management Framework
- ⇒ Other important ISO standards

## **ISO 20000 Implementation Course – 3 Days**

### **Exam**

- ⇒ 40 Multiple choice Questions
- ⇒ Duration : 1 Hour
- ⇒ Passing percentage: 75
- ⇒ Unsuccessful candidate gets a participation certificate
- ⇒ Successful candidate gets a completion certificate
- ⇒ Unsuccessful candidate can re-appear for the exam

--- End of Document ---