



**ISO/IEC 20000:2011 Service
Management Systems- Fundamentals**
Course Outline



Program Overview

This course enables participants to learn about the best practices for implementing and managing an IT Service Management System as specified in ISO/IEC 20000-1:2011, 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

Duration

2- Day Program

Learning Objectives

At the end of this training, participants will be able to:

- Understand the implementation of an IT Service Management System in accordance with ISO 20000
- Understand the relationship between the IT Service Management System, including the management processes and compliance with the requirements of different stakeholders of the organization
- Know the interrelationships between ISO/IEC 20000-1:2011, ISO/IEC 20000-2:2011 and ITIL
- Know the concepts, approaches, standards, methods and techniques allowing to effectively manage an IT Service Management System
- Acquire the necessary expertise to contribute in implementing an IT Service Management System (ITSMS) as specified in ISO 20000

Target Audience

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

Program Structure and Outline

This course is a combination of instructor-led lectures and group activities.

- Day 1: Introduction to IT 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 Service Management
 - General requirements presentation of ISO/IEC 20000:2011 framework
 - Continual improvement of Service management
 - Conducting an ISO/IEC 20000-1:2011 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

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We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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