

ISO/IEC 20000

Foundation Certificate Course

This course provides participants with extended theoretical and practical knowledge of ISO/IEC 20000, the worldwide standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers.

ISO/IEC 20000 is aligned with and complementary to the process approach defined within ITIL®. ISO/IEC 20000 provides the only formal method to prove that an organisation's processes are "ITIL compliant", through formal, independent audit by registered certification organisations.

ISO/IEC 20000 comprises of two distinct documents: a specification for a service management system, and a code of practice. Together, these form a top-down framework to define the features of service management processes that are essential for the delivery of high quality services. This course covers content from both parts of the standard and prepares participants for the official ISO/IEC 20000 Foundation Exam

Sydney
20-22 May 2009

Melbourne
25-27 May 2009



in association with

Lucid IT

www.alctraining.com.au

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Who Should Attend?

Organisations:

The target audience includes both internal and external service providers, even if such an organisation is not (yet) certified or not planning to be certified. In addition, customers considering requesting their service providers to become ISO/IEC 20000 certified can get an insight into what can be expected of their service providers.

Candidates:

Any staff who have a role in delivering or managing IT services. The course is particularly suitable for staff who are involved in process development and improvement and may be helping their organisation improve service outcomes or prepare for ISO/IEC 20000 certification. The ISO/IEC 20000 Foundation Certificate is a prerequisite for the other qualifications within the EXIN ISO20000 qualifications.

All course participants will receive a copy of the text book "ISO/IEC 20000: An Introduction"

At the end of this course you will be able to understand and describe:

- the definition and principles of quality management in relation to IT service management
- the position of ISO/IEC 20000 in relation to IT service management
- the quality specifications for IT service management (ISO/IEC 20000, Part 1)
- the code of practice for IT service management (ISO/IEC 20000, Part 2)

The following benefits can be realised when an organisation aligns with the ISO/IEC 20000 standard.

- Alignment of information technology services and business strategy.

Learning Method

This course is conducted as a 3-day instructor-led workshop and includes a combination of lectures and exercises. All the exercises are designed to relate the course material to 'real organisations' and will draw on the experience and knowledge of the participants. Some evening self-study is required to pass the exam.

Prerequisite

There are no formal pre-requisites for this course. However, some previous IT service management training and/or experience is necessary for students to gain the full value of the course.

- ITIL (v2 or v3) Foundation Certificate (or higher) will assist the candidate greatly
- Work experience in IT service management is assumed
- Pre-reading the ISO/IEC 20000 standard will also assist the candidate

Examination Format

This course will prepare you to take and pass the ISO/IEC 20000 Foundation Certificate exam. The examination is of one-hour duration and consists of 40 multi-choice questions, taken on the last afternoon of the course.

- Creation of a formal framework for current service improvement projects
- Provides a benchmark type comparison with best practices
- Creates competitive advantage via the promotion of consistent and cost-effective services.
- By requiring ownership and responsibility at all levels, it creates a progressive ethos and culture.
- Reduction of risk and thus cost in terms of external service receipt
- Enhanced reputation and perception
- Fundamental shift to pro-active rather than re-active processes
- Improved relationship between different departments via better definition and more clarity in terms of responsibility and goals.

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The course will cover the following topics:

1 Definitions and Principles of Service Quality Management

- Quality
- Services and IT Service Management
- Processes and the Process Approach
- Continual Improvement

2 Introduction to ISO/IEC 20000

- History and Purpose
- Structure
- Terms and Definitions

3 Management and Improvement of ITSM

- Requirements for a Management System
- Planning and Implementing Service Management

4 Control of IT Services

- Planning and Implementing New or Changed Services
- Configuration Management
- Change Management
- Release Management

5 Alignment of IT and the business

- Business Relationship Management
- Service Level Management
- Service Reporting
- Supplier Management
- Budgeting and Accounting for IT Services

6 Delivery of IT Services

- Service Continuity & Availability Management
- Capacity Management
- Information Security Management

Sample Exam Paper

7 Support of IT Services

- Incident Management
- Problem Management

8 Position of ISO/IEC 20000 in IT Service Management

- Relationship with other Standards and Frameworks
- Audits and Assessments
- Certification Practices

Revision

Exam (1 hour)

In House Training

This course is available for private presentation, either on your own premises or 'off-site'. There are many advantages to in-house training. Please contact ALC for a quotation and to discuss your requirements.

Course Presenter



This course is presented by ALC Training in association with Lucid IT, the regions's largest provider of professional management, consulting and educational services specialising in the "best practice" methodologies PRINCE2, ITIL and COBIT. Lucid IT brings to bear extensive and impressive project management experience in both the corporate and government sectors.

The Complete ITIL Education Program

ALC offers a complete training program in ITIL at all levels – Foundation, Intermediate and Manager/Expert. Our courses are taught by leading practitioners with extensive “real world” experience. You don't get just the theory.

ITIL V3 Foundation

This 3-day 'flagship' course is the ideal starting point for anyone interested in ITIL. It provides a comprehensive insight into all ITIL processes and leads to the Foundation Certificate in IT Service Management.

ITIL V3 Foundation Bridging

One-day course provides a solid understanding of ITIL V3, where it differs from ITIL V2, and more importantly what ITIL V3 has to offer your organisation. The course prepares you for the Foundation Bridging Exam.

ITIL V3 Capability

The Capability certificate courses are the V3 counterpart to the previous Practitioner certificates and provide a powerful way for ITIL Professionals to advance their knowledge and take the next step. There are four certifications:

- Operational Support & Analysis,
- Service Offerings & Agreements,
- Release, Control & Validation
- Planning, Protection & Optimisation

ITIL V3 Lifecycle

The ITIL Service Lifecycle series replaces the previous Service Support and Service Delivery modules with 5 new modules, each building on the work of the other:

- Service Strategy
- Service Design
- Service Transition
- Service Operation
- Continual Service Improvement

ITIL V2 Service Manager

This program comprises 4 modules over 12 intensive days and is designed to ensure that participants truly master ITIL. It leads to the Manager's Certificate in IT Service Management, the premium service management qualification in the world today.

ITIL V3 Service Manager Bridging

Five-day course provides a solid understanding of ITIL V3 and where it differs from ITIL V2. The course prepares you for the Manager's Bridging Exam. Take this in conjunction with the V2 Service Manager and fastrack to ITIL Expert status.

For more information please contact ALC learn@alctraining.com.au

HOW TO REGISTER

-  Register Online
www.alctraining.com.au
-  Send your details by email
learn@alctraining.com.au
-  Fax the Enrolment Form below to:
Fax: (02) 9388 9100
-  Any queries please call Customer Service
Tel: 1300 767 592
-  Post the completed Enrolment Form to:
ALC Training Pty Ltd
 PO Box 2229, Bondi Junction NSW 1355

COURSE DETAILS

FEES: (per delegate)	\$A FEE	GST	TOTAL
ISO/IEC 20000 (Course + Exam)	1950	195	2145

VENUE: The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our web site.

COURSE INFORMATION: The course is held from 9.00am to 5.00pm and registration is from 8.30am. Fees include lunch, refreshments and all course materials.

TERMS and GUARANTEE: To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 10 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.

Team Discounts
 10% discount for 2 or 3 delegates.
 Please call for larger groups.



ALC Training Pty Ltd is an independent Australian company dedicated to the provision of top quality training and professional services for business and government. ALC has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education, advice and support.

ENROLMENT FORM - ISO/IEC 20000

	NAME	POSITION	CITY / DATE
1	Mr/Mrs/Miss/Ms		
	Email	Mobile	
2	Mr/Mrs/Miss/Ms		
	Email	Mobile	

TRACK CODE: A B C D R

Organisation: _____

Address: _____

Postcode: _____ Phone: () _____ Fax: () _____

1. Cheque payable to *ALC Training Pty Ltd* 2. Purchase Order No.: _____

3. Charge to: Master Card Visa Amex Cardholder Name: _____

Card No.: _____

Exp Date: ____ / ____

Signature: **X** _____

Person Making Booking:	Mr/Mrs/Miss/Ms		Mr/Mrs/Miss/Ms	
	Position	Phone	Position	Phone
	Email		Email	
Send Invoice To:	Mr/Mrs/Miss/Ms		Mr/Mrs/Miss/Ms	
	Position	Phone	Position	Phone
	Email		Email	