ISO/IEC 20000 Masterclass
Implementation Leader Certificate

Duration **5 days**

Power-packed 5-day masterclass for anyone seriously involved in IT service management.

The ISO/IEC 20000 Service Management Masterclass is a comprehensive education package dedicated to teaching and equipping IT Managers and Consultants with the knowledge, skills, tools and experience required to become experts in the field of IT Service Management and implementing the ISO/IEC 20000 standard.

Far more than a classroom-based training course, this MASTERclass combines access to documentation templates, process assessment and improvement solutions, a collaborative masterclass forum and the opportunity to apply the learning objectives in your own workplace environment.

Who Should Attend
This course is aimed at Service Management Implementation Leaders who require a detailed understanding of the ISO/IEC 20000 standard, especially those responsible for or involved in the implementation and support of a Service Management System on a day-to-day basis. This course is also ideal for those wishing to take their existing knowledge of ITIL to a much higher and practical level.

Course Format
Unlike regular theory-based training courses, this MASTERclass ensures that you spend less time in the classroom and more time applying the learning objectives in your workplace environment:
- Only 5 days Classroom Education: A comprehensive and engaging course
- Template Library: Service Management System documentation templates
- Workplace Assignment: Application in a real-world business context
- Masterclass Forum: Collaborative workplace assessment support
- Certification: The ISO/IEC 20000 Implementation Leader certificate

Prerequisites
There are no certification prerequisites required to attend this course, since the opportunity to sit the ISO/IEC 20000 Foundation exam is included in the first week of the course. Experience in an IT Management or Consultant role in Service Management or a related field of expertise is preferred.

Assessment & Certification
The certification is based on a combination of a workplace assignment and the included ISO/IEC 20000 Foundation and Implementation Leader examinations. This unique approach ensures that you are given ample opportunity to reinforce and develop your skills in a practical hands-on way.

Course Contents
1. **The ISO/IEC 20000 standard in detail**
2. **How to establish a Management System**
3. **Documentation template library**
4. **Leadership and Consulting skills:**
5. **Establishing & communicating vision**
6. **Presentation and report writing skills**
7. **Conducting research and analysis**
8. **Leading people & cultural change**
9. **Skills to conducting an assessment**
10. **Planning & implementing ISO/IEC 20000**
11. **Performance reporting and scorecards**
12. **Related frameworks and standards**
13. **Implementation Leader Exam**

For detailed cours e content please visit our website

ISO/IEC 20000 Fundamentals
Foundation Certificate

Duration **3 days**

Ideal introductory course for ISO/IEC 20000, the international standard for IT service management.

This course provides participants with a solid knowledge of the fundamentals of ISO/IEC 20000, the worldwide standard specifically aimed at IT Service Management. It describes an inte-grated 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.

Who Should Attend
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 ISO 20000 qualifications.

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

Exam 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.

Course Contents
1. **Definitions and Principles of Service Quality Management**
2. **Introduction to ISO/IEC 20000**
3. **Management and Improvement of ITSM**
4. **Control of IT services**
5. **Alignment of IT and the Business**
6. **Delivery of IT Services**
7. **Suppor t of IT Services**
8. **Position of ISO/IEC 20000 in IT Service Management**
9. **Revision**
10. **Exam (1 hour)**