

ISO 20000 for Consultants Training Course



The development of an IT strategy that manages and directs all IT resources in line with the business strategy and operations has become a key requirement and challenge for business as well as IT management. The development of an effective IT strategy requires a systematic approach to IT strategic planning.

Another key requirement of IT Governance is to measure IT's performance, in order to demonstrate the effectiveness and value add of IT. Information Technology essentially involves a bundle of "intangible" assets, and requires an evaluation method that could measure these intangible IT assets.

The Balanced Scorecard has emerged as a proven and effective performance management tool that can be leveraged to enable alignment of the IT strategy with that of the business. The IT Balanced Scorecard can also be an effective means for IT management to communicate with, and report to the executive management about the performance and value of IT.

Combining the Balanced Scorecard with COBIT® as part of the strategic planning process creates a solid foundation for a balanced IT strategy development approach for the organisation.

ISO 20000 is applicable to organisations of all sizes and is invaluable for helping business to:

- Reduce operational exposure to risk
- Meet contractual and tendering requirements
- Demonstrate service quality
- Deliver best value

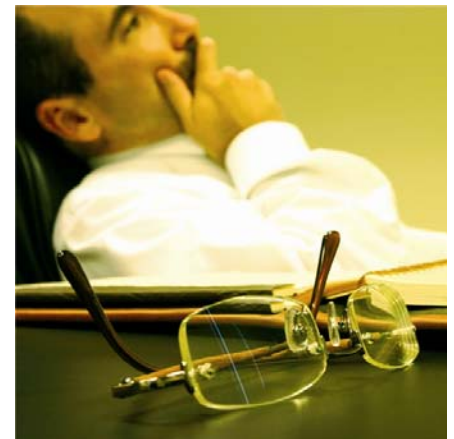
The standard comes in two parts:

- ISO 20000-1:2005 - IT Service Management Specification for Service Management
- ISO/IEC 20000-2:2005 - IT Service Management Code of Practice for Service Management

Course Objectives

This two day workshop is designed to explore the benefits of achieving ISO 20000 certification, how to plan for ISO 20000 certification and helps in defining pointers for making the business case for internal approval. The workshop examines approaches to implementation and potential issues that need to be managed to achieve ISO 20000 compliance. The course objectives include:

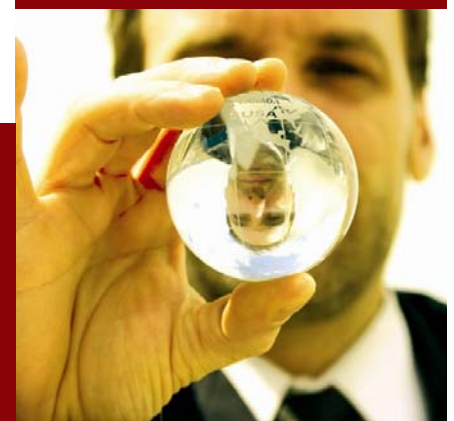
- To provide an understanding of the ISO 20000 Standard and associated itSMF Certification process.
- To provide guidance on assessing and organisations readiness for ISO 20000
- To provide guidance on preparing organisations for ISO 20000 Certification



What you will learn

On completion of the course, you will be able to:

- Understand the principles of Service Management.
- Identify the benefits of applying the ISO 20000 processes.
- Understand the implementation route to achieve ISO 20000.
- Know relationships between the different Service Management processes.
- Understand what ISO 20000 means in a practical, real world perspective



Who will benefit?

- Senior Managers
- IT Consultants
- Quality Consultants
- IT Service Providers
- IT Service Managers
- Service Improvement Program
- Project Managers

Structure

The course is based on ISO 20000 specification & delivered in accordance with the itSMF accredited course syllabus. It combines tutorials & practical exercises, reinforced through the Trainers' proven implementation track record.

Content

The course will include:

Overview of the ISO 20000 Service Management standard

- Introduction & background
- The certification scheme
- Use & application of the standard (Part 1 & 2)
- Assessments & Audits
- Role of Toolsets
- Eligibility & Scope

Coordination & integration Processes

- Requirements for a Management System
- Planning & Implementing Service Management
- Planning & Implementing new & changes services

Service Delivery Process

- Service Level Management
- Capacity Management
- Service Continuity & Availability Management
- Budgeting & Accounting for IT Services
- Service Reporting
- Information Security Management

Resolution, Control & Release Processes

- Incident Management
- Problem Management
- Configuration Management
- Change Management
- Release management

Relationship Processes

- Business Relationship Management
- Supplier Management

Candidate Assessment

- Assignments



Who should attend?

The course is aimed at experienced IT Service Management practitioners whose roles & responsibilities include preparing internal & or external organisations for the adoption of ISO 20000.

Delegates should have relevant IT experience & should have IT Service Management knowledge.

This course is not aimed at auditors requiring education & qualification in order to conduct accredited external ISO 20000 Audits in accordance with the itSMF Certification process & criteria. An in depth ISO 20000 course for Auditors will be more relevant for both internal & external auditors.

Approach, Deliverables & Methods

Classroom style - combining lecture, discussion & exercises, utilising course materials, digital projector & flipchart.

Highly recommended reference material for the class to be made available by the training organiser for students during the training:

- ISO 20000-1:2002 IT service management. Specification for service management.
- ISO 20000-2:2003 IT service management. Code of practice for service management.
- PD 0015 IT Service Management. Self-assessment Workbook.
- BIP 0005 A Manager's Guide to Service Management

The documents can be ordered from BSI.

CISA/CISM CPE Credits

This training is directly applicable to the assessment of information systems or the improvement of audit, control, security or managerial skills to ensure a proper balance of professional development is attained. As such, this training falls under ISACA definition "workshops, & professional meetings & related activities not sponsored by ISACA." Fourteen (14) Continuing professional education (CPE) hours are earned attending this course. Delegates are responsible for applying for the CPE credits from ISACA.

Register Today

To register, or for more information, please contact us:

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