

# STQC

**Professional Training and Certification**

STQC  
AWARENESS PROGRAMME  
On  
**IT Service Management/ ISO 20000**

*Duration : 2 days  
Ver 1.0*



**Government of India**  
*Ministry of Communication & Information Technology  
Department of Information Technology  
STQC Directorate*



## **ABOUT STQC Program on ITSM/ISO 20000 awareness**

### **Objectives**

The course provides awareness on ISO/IEC 20000-1 and ISO/IEC 20000 – 2 , the internationally acknowledged standards for Information Technology Service Management.

The course objectives are

- Understand the concept of “IT Service Management”.
- Standard and Best Practices on “IT Service Management”
- Requirements of ISO/IEC 20000 – 1 and ISO/IEC 20000 – 2
- Certification process for ISO/IEC 20000 – 1

On successful completion of this course, the professional will be able to understand ITSM processes. This will create a foundation to implement ISO 20000-1 standard

### **Who should attend?**

This training course is meant for those who wish to learn the implementation of ITSM as per requirements contained in ISO 20000-1 and best practices. These may be

- Persons responsible for the implementation of ITSM
- ITSM Consultants
- ITSM Auditors (Internal or External)
- ITSM Designers

### **Pre-requisites**

It is expected that participants have completed university level of education. Participants should be working professionals and are also expected to have an understanding of the principles of IT service provisioning. Audit experience will be an added advantage.



## Contents

The course is focused to create awareness of ITSM process and interpretation of requirements as per ISO 20000-1 & ISO 20000 - 2. Following main topics suitably supported with exercises

Day 1	Day II
<ul style="list-style-type: none"><li>• Introduction</li><li>• Overview of IT infrastructure &amp; library</li><li>• Contents of ISO 20000</li><li>• Management System</li><li>• Planning &amp; Implementation</li><li>• Planning new services</li><li>• Service Delivery Process</li><li>• Relational Process</li><li>• Control Process</li><li>• Exercise</li></ul>	<ul style="list-style-type: none"><li>• Contents of ISO 20000(part II)</li><li>• Planning &amp; Implementing new or changed service</li><li>• Service Delivery Process</li><li>• Resolution Process</li><li>• Control Process</li><li>• Release Process</li><li>• ISO 20000 Certification</li><li>• Example</li><li>• Summary</li></ul>

## Duration and Timings

The course duration is two days. The course will be held during 0930 hrs to 1730 hrs daily.

## Faculties

The faculties for this program are STQC ITSM Lead Auditors/ Auditors and/or IRCA/ STQC approved trainers.

## Course Material

The delegates will receive a standard course book prepared by STQC along with useful documents including exercise manual etc during the commencement of course. Relevant standards will be provided for use during the course.

## Other details

This course is also conducted at STQC Centers. There shall be maximum 20 participants in a course.

## Medium of course delivery shall be English.

For details of venue and dates of open advertised courses, please visit STQC website or contact STQC Directorate, New Delhi. Onsite STQC-ITSM/ISO 20000 awareness course is also offered.



## *ABOUT STQC*

STQC, is part of Department of Information Technology, Govt. of India organization. STQC was set up in 1977 with an objective to improve the Quality of Indian Electronic and IT products & services and facilitate the industry to become global player. We have a nationwide network of 21 labs providing testing, calibration and certification services to industry.

In order to promote awareness, commitment and compliance to the recognized best IT practices, STQC has established eight IT centres all across the country at Kolkata, Mumbai, Delhi, Chennai, Bangalore, Hyderabad, Jaipur and Pune.

In the area of Information technology Services, STQC is the copy of the first Indian accredited certification body in the country and first outside UK and Netherlands to offer Third party ITSM Certification as per ISO 20000 -1. Our scheme is accredited from RvA, Netherlands. STQC has a team of competent ITSM auditors/ lead auditors duly qualified as per international requirements to accomplish these tasks.

STQC also provides education and training services in the form of public and tailor made onsite training courses covering aspects like

- IRCA Certified ITSM Lead Auditor Program
- Network Security Management
- ISO 27002 Overview and Implementations/ ISMS Best Practices
- Information Security Policies and Procedures
- Business Continuity Planning and Disaster Recovery Planning
- Certified Internal Information Security Auditor course
- STQC Certified Ethical hacking Professional (offered at Kolkata only)

We have rich experience of training more than 5000 participants from more than 400 organizations in India and abroad including at Sri-Lanka, China, Dubai, Doha, Mauritius etc..

### **For details please contact:**

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