



IT Service Management Awareness As per ISO 20001

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

Eligibility Criteria (Pre requirement, if any)

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.

Duration

The course duration is two days.



Course 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">• Introduction• Overview of IT infrastructure & library• Contents of ISO 20001• Management System• Planning & Implementation• Planning new services• Service Delivery Process• Relational Process• Control Process• Exercise	<ul style="list-style-type: none">• Contents of ISO 20001(part II)• Planning & Implementing new or changed service• Service Delivery Process• Resolution Process• Control Process• Release Process• ISO 20000 Certification• Example• Summary

Methodology

For details of venue and dates of open advertised courses, please visit STQC website or contact STQC Directorate, New Delhi. Onsite STQC-ITSM/ISO 20001 awareness course is also offered.

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.