



ISO/IEC 20000 AWARENESS WORKSHOP

Duration: 1 day | Delivery: Classroom, Virtual, Courseware Licensing

Credits: 3 PMI PDUs | *subject to external change*

OWLPOINT TRAINING

OwlPoint in partnership with ITSM Academy provides a series of comprehensive IT Service Management education services.

SERVICE CATALOG

Our robust Service Catalog includes all levels of IT Infrastructure Library™ (ITIL®), ISO/IEC 20000, Microsoft Operations Framework (MOF) and Process Design (CPDE) Certification Courses, as well as Workshops, Simulations, and eLearning including; **Apollo 13 an ITSM Simulation, Visible Ops** and **CobIT**.

ACCREDITATIONS

All of our Certification Courseware is developed in-house and accredited by independent, international organizations.

PMI PDUs

As a Project Management Institute (PMI®) R.E.P., our courses earn Professional Development Units (PDUs).

ABOUT OWLPOINT

OwlPoint, is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL.

Training Delivered in our Classrooms... or yours

- ▶ Both internal and external IT service providers are now challenged, more than ever, to provide high quality IT services through effective and efficient IT Service Management (ITSM) processes. In 2005, ISO/IEC 20000 (also referred to as ISO20000) was accepted as the international standard for ITSM. The ISO/IEC 20000 Certificate, which is issued to organizations, not individuals, confirms that a service provider has presented sufficient evidence of a Quality Management System and conformance to ITSM Best Practices.

For organizations seeking ISO Accreditation as a competitive advantage staff attendance contributes towards meeting the Standard's "Competency, Awareness and Training" requirements.

LEARNING OBJECTIVES:

Our one (1) day ISO/IEC 20000 Awareness course provides learners with an overview of the international standard for IT Service Management.

The class addresses:

- ▶ What is ISO/IEC 20000? What types of organizations would seek certification?

At the end of this course, the learner will have a basic understanding of the:

- ▶ History and Value of ISO Standardization
- ▶ Alignment and Relationship to the IT Infrastructure Library™ (ITIL®)
- ▶ Standard's Requirements (*Part 1 "shalls"*) and Guidance (*Part 2 "shoulds"*)
- ▶ Benefits of Achieving and/or Applying ISO/IEC 20000 Best Practices
- ▶ Certification Scheme and Approval Process

PREREQUISITES:

- ▶ ITIL® Foundation knowledge strongly encouraged

AUDIENCE:

IT Staff, Management and Key Business Customers interested in learning more about ISO/IEC 20000.

PROJECT MANAGEMENT INSTITUTE (PMI®) PROFESSIONAL DEVELOPMENT UNITS (PDUs):

OwlPoint in partnership with ITSM Academy is recognized by PMI® as a Global Registered Education Provider (R.E.P.). Project Management Professionals earn **3** PDUs upon course completion.

COURSE / STUDENT MATERIALS:

- ▶ One (1) Day of Instructor Led Education
- ▶ Learner Manual (excellent post-class reference)
- ▶ *ISO/IEC 20000: A Pocket Guide* (ISBN: 9077212795)

INSTRUCTORS:

As with all our training, our instructors have years of hands-on IT Practitioner experience, enabling them to effectively intertwine theory and real life stories and scenarios. Using the highest quality content, this training style encourages active group participation, allowing all learners to bring from class a wealth of practical knowledge.

ITIL® is a registered trademark of the Office of Government Commerce





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DELIVERY METHODS:

- ▶ Corporate Classroom
- ▶ Virtual Classroom
- ▶ Courseware Licensing

COURSE LOGISTICS:

- ▶ Maximum Learners per Instructor is 40
- ▶ Traditional Classroom, U-shaped or Auditorium Seating Arrangement
- ▶ Whiteboard, Flipchart, Projector

